

ORIGINAL

**SULPHUR SPRINGS VALLEY
ELECTRIC COOPERATIVE, INC.**

Service Policies & Conditions

Effective: October 2, 2000

ADMINISTRATIVELY
APPROVED FOR FILING

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1.00 FOREWORD

Sulphur Springs Valley Electric Cooperative Inc. (SSVEC) was formed in 1938 as a nonprofit enterprise to make electric service available at the lowest possible cost for the mutual benefit of all its members. In the continuing spirit of that original objective, these Policies Covering Service Conditions, Extensions of Service Facilities and Tariffs are designed to govern the supply and safe use of electric service consistent with equitable treatment for individual customers, the fiscal integrity of SSVEC and efficient management in the best interest of all members.

The following sections concern policies, regulations and standards by which SSVEC is committed to render electric service to the customer. Complete copies of SSVEC's Bylaws, rate schedules, policies, specifications and the Policies Covering Service Condition, Extensions of Service Facilities and Tariffs are on file at all SSVEC offices for public inspection. Most documents are available to the customer without charge upon request.

2.00 GENERAL CONDITIONS OF SERVICE**2.10 DEFINITIONS**

In this article, unless the context otherwise requires, the following definitions shall apply:

1. **Advance in Aid of Constructions:** Funds provided to SSVEC by the applicant under the terms of a line extension agreement the value of which may be refundable.
2. **Applicant:** A person requesting SSVEC to supply electric service.
3. **Application:** A request to SSVEC for electric service, as distinguished from an inquiry as to the availability or charges for such service.
4. **Arizona Corporation Commission:** The regulatory authority of the State of Arizona having jurisdiction over public service corporations operating in Arizona.
5. **Billing Month:** The period between any two regular readings of SSVEC's meters at approximately thirty (30) day intervals.
6. **Billing Period:** The interval of approximately thirty (30) days between successive meter readings that are taken for billing purposes..
7. **Contributions in Aid of Construction:** Funds provided to SSVEC by the applicant under the terms of a line extension agreement and/or service connection tariff the value of which is not refundable.
8. **Cooperative:** Sulphur Springs Valley Electric Cooperative, Inc. (SSVEC), a member-owned utility whose principal activity is to supply electric service under a

certificate of convenience and necessity granted by the Arizona Corporation Commission.

9. **Cooperative Equipment:** The service lines, meter installation, structures, devices, apparatus and hardware installed by SSVEC to supply electric service to the customer, and other transmission and distribution facilities on SSVEC's system.
10. **Customer:** The persons or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service, or by the receipt and/or payment of bills regularly issued in his name regardless of the identity of the actual user of the service.
11. **Customer or Service Availability Charge:** The amount the customer must pay SSVEC for the availability of electric service, excluding any electricity used, as specified in the SSVEC's tariffs.
12. **Customer's Service Entrance:** In general, all conductors, devices, apparatus, and hardware on the customer's side of the point of delivery, except SSVEC's meter installation.
13. **Curtailment Priority:** The order in which electric service is to be curtailed to various classifications of customers, as set forth in SSVEC's filed tariffs.
14. **Day:** Calendar day.
15. **Demand:** The rate at which power is delivered during any specified period of time. Demand may be expressed in kilowatts, kilovolt-amperes, or other suitable units.
16. **Distribution Lines:** SSVEC's lines operated at distribution voltage, which are constructed along public roadways or other bona fide rights-of-way, including easements on customer's property.
17. **Elderly:** A person who is 62 years of age or older.
18. **Electric Service:** The availability of electric energy, metered or otherwise, supplied by SSVEC within established standards of voltage and frequency to the point of delivery.
19. **Energy:** Electric energy, expressed in kilowatt-hours.
20. **Handicapped:** A person with a physical or mental condition which substantially contributes to the person's inability to manage his or her own resources, carry out activities of daily living, or protect oneself from neglect or hazardous situations without assistance from others.

21. **Illness:** A medical ailment or sickness for which a residential customer obtains a verified document from a licensed medical physician stating the nature of the illness and that discontinuance of service would be especially dangerous to the customer's health.
22. **Inability to Pay:** Circumstances where a residential customer:
- a. Is not gainfully employed and unable to pay, or
 - b. Qualified for government welfare assistance, but has not begun to receive assistance on the date that he receives his bill and can obtain verification of that fact from the government welfare assistance agency.
 - 1) Has an annual income below the published federal poverty level and can produce evidence of this, and
 - 2) Signs a declaration verifying that the customer meets one of the above criteria and is either elderly, handicapped, or suffers from illness.
23. **Interruptible Electric Service:** Electric service that is subject to interruption as specified in SSVEC's tariffs.
24. **Kilowatt (kW):** A unit of power equal to 1,000 watts.
25. **Kilowatt-Hour (kWh):** Electric energy equivalent to the amount of electric energy delivered in one hour when delivery is at a constant rate of one kilowatt.
26. **Line Extension:** The lines and equipment necessary to extend the electric distribution system of SSVEC to provide service to additional customers.
27. **Master Meter:** A meter for measuring or recording the flow of electricity that has passed through it at a single location where said electricity is distributed to tenants or occupants for their individual usage.
28. **Megawatt (MW):** A unit of power equal to 1,000,000 watts.
29. **Meter:** The instrument for measuring and indicating or recording the flow of electricity that has passed through it.
30. **Meter Installation:** The meter(s) and auxiliary devices and hardware, if any, constituting SSVEC's equipment needed to measure energy use and/or billing demand supplied to the customer's service entrance.
31. **Meter Tampering:** A situation where a meter has been illegally altered. Common examples are meter bypassing, use of magnets to slow meter recording, and broken meter seals.

- 32. **Minimum Charge:** The amount the customer must pay for the availability of electric service, including an amount of usage, as specified in SSVEC's tariffs.
- 33. **Notice:** Unless specified otherwise, a written message delivered by first class mail or in person by one party to the other at the recipient's last known address, the period of notice commencing from the date of personal delivery or mailing.
- 34. **Permanent Customer:** A customer who is a tenant or owner of a service location who applies for and receives permanent electric service.
- 35. **Permanent Service:** Service which, in the opinion of SSVEC, is of a permanent and established character. The use of electricity may be continuous, intermittent, or seasonal in nature.
- 36. **Person:** Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.
- 37. **Point of Delivery:** In general, the point where SSVEC's service lines are attached to the customer's service entrance, where electric service supplied by SSVEC is received by the customer, distinct from SSVEC's meter installation, although in some cases adjacent to it.
- 38. **Power:** The rate of generating, transferring and/or using electric energy, usually expressed in kilowatts.
- 39. **Premises:** All of the real property and apparatus employed in a single enterprise or an integral parcel of land undivided by public streets, alleys or railways.
- 40. **Regular Business Hours:** The hours 8:00 a.m. to 5:00 p.m., unless otherwise designated at each SSVEC office, Monday through Friday, except SSVEC holidays (New Year's Day, Martin Luther King, Jr./Civil Rights Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, day after Thanksgiving, Christmas Eve as observed by SSVEC policy, and Christmas). All other times shall be considered after regular business hours.
- 41. **Residential Subdivision Development:** Any tract of land which has been divided into four or more contiguous lots with an average size of one acre or less for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.
- 42. **Residential Use:** Service to customers using electricity for domestic purposes such as space heating, air conditioning, water heating, cooking, clothes drying, and other residential uses and includes use in apartment building, mobile home parks, and other multi-unit residential building.

43. **Service area:** The territory in which SSVEC has been granted a certificate of convenience and necessity and is authorized by the Commission to provide electric service.
44. **Service Connection/Disconnection:** The attachment/detachment of electric service at the point of delivery and/or installation/removal of meters by SSVEC personnel, including operation of customer-owned main disconnect devices, if appropriate for safety reasons.
45. **Service Establishment Charge:** The charge as specified in SSVEC's tariffs which covers the cost of establishing a new account.
46. **Service Line:** The line extending from a distribution line or transformer to the customer's premises or point of delivery.
47. **Service Reconnect Charge:** The charge as specified in SSVEC's tariffs which must be paid by the customer prior to re-establishment of electric service each time the electricity is disconnected for nonpayment or whenever service is discontinued for failure otherwise to comply with SSVEC's tariffs.
48. **Service Re-establishment Charge:** A charge as specified in SSVEC's tariffs for service at the same location where the same customer had ordered a service disconnection within the preceding twelve-month period.
49. **Single Family Dwelling:** A house, an apartment, a mobile home permanently affixed to a lot, or any other permanent residential unit which is used as a permanent home.
50. **Tariffs:** The documents filed with the Commission which list the services and products offered by SSVEC and which set forth the terms and conditions and a schedule of the rates and charges, for those services and products.
51. **Temporary Service:** Service to premises or enterprises which are temporary in character, or where it is known in advance that the service will be of limited duration. Service which, in the opinion of SSVEC, is for operations of a speculative character is also considered temporary service.
52. **Third-Party Notification:** A notice sent to an individual or a public entity willing to receive notification of the pending discontinuance of service of a customer of record in order to make arrangements on behalf of said customer satisfactory to SSVEC.
53. **Utility:** The public service corporation providing electric service to the public in compliance with State law.
54. **Weather Especially Dangerous to Health:** That period of time commencing with the scheduled termination date when the local weather forecast, as predicted

by the National Oceanographic and Administration Service, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast. The Commission may determine that other weather conditions are especially dangerous to health as the need arises.

2.15 ABBREVIATIONS

1. **ACC:** Arizona Corporation Commission, the State regulatory agency for utilities that operate under a certificate of convenience and necessity, at Phoenix, Arizona.
2. **NEC:** National Electrical Code, an USA Standard published by the National Fire Protection Association (NFPA), at Boston, Massachusetts, for the prevention of hazards.
3. **NESC:** National Electrical Safety Code, an American National Standard published by the Institute of Electrical and Electronics Engineers (IEEE), at New York City, New York, for the safeguarding of persons from hazards in electric supply lines.
4. **EUSERC:** Electric Utility Service Equipment Requirements Committee, of which SSVEC is a member. The requirements are intended to promote uniform, safe and efficient electric service requirements for member utilities, manufacturers, engineers and architects.
5. **RUS:** Rural Utilities Service, an organization within the United States Department of Agriculture, at Washington, D.C., with regulatory authority over SSVEC technical standards as its first mortgage holder.

2.20 APPLICATION FOR MEMBERSHIP

A customer will become a member of SSVEC under the following conditions:

2.21 APPLICATION FOR MEMBERSHIP

An application for membership shall be made acknowledging the customer's agreement to comply with and be bound by SSVEC's Articles of Incorporation and bylaws and any rules and regulations adopted by the board of directors. This application may be made in writing, by telephone, fax, or by any other telecommunication means.

2.22 MEMBERSHIP FEE

A membership fee specified in the bylaws shall be either paid in advance of the customer's first service connection or included on the customer's first bill. A former customer who is reapplying for membership shall also pay a membership fee in advance or have the membership fee included on the first billing if it was previously refunded or applied on account.

2.23 MEMBERSHIP LIMIT

No customer may hold more than one membership, and a personal membership shall be held jointly by both husband and wife unless specified to the contrary in writing by either spouse to SSVEC.

2.30 AGREEMENT FOR ELECTRIC SERVICE

A customer may request electric service under the following conditions:

2.31 APPLICATION FOR SERVICE

An application for electric service shall be submitted by the customer, subject to the rates, terms and conditions of the applicable class of service. This application may be made in writing, telephone, fax, or by any other telecommunications means. A customer may authorize another party with the power of attorney to make written application, however. If electric service is supplied and used without a signed application, the customer is nonetheless subject to the General Conditions of Service. Acceptance of the customer's application by SSVEC constitutes an agreement for electric service that shall continue in force until cancelled by at least three (3) days written notice by either party to the other, unless a different period of notice or minimum obligation is specifically provided in the Service Termination Policy, or the particular schedule or contract under which the customer receives service.

A. SSVEC may obtain the following information from each new applicant for service:

1. Name or names of applicant(s) and social security or driver's license number or other acceptable identification.
2. Service address including street or rural address and telephone number.
3. Billing address/telephone number.
4. Address where service was provided previously.
5. Name of employer.
6. Name of relative.
7. Date applicant will be ready for service.
8. Indication of whether premises have been supplied with SSVEC service previously.
9. Purpose for which service is to be used and SIC (Standard Industrial Code) if applicable.

10. Indication of whether applicant is owner or tenant of or agent for the premises.
 11. Information on the energy and demand requirements of the customer.
 12. Type and kind of life-support equipment, if any, used by the customer.
- B. SSVEC may require a new applicant for service to appear at SSVEC's designated place of business to produce proof of identity and sign SSVEC's application form.
- C. Where service is requested by two or more individuals, SSVEC shall have the right to collect the full amount owed to SSVEC from any one of the applicants.

2.32 PAYMENT OF DELINQUENT DEBTS AND LIABILITIES

All delinquent debts and liabilities of the customer to SSVEC shall be paid before new or additional service can be made available.

2.33 IDENTIFICATION OF RESPONSIBLE PARTY

The identity of the party(ies) responsible for accounts in the name of any customer other than a natural person shall be established in a manner acceptable to SSVEC. Any person applying for service to be connected in the name of or in care of another customer, shall furnish to SSVEC written approval from that consumer guaranteeing payment of all bills under the account. Application for service by a minor shall be subject to the same written assurance from a responsible adult customer. The customer is responsible in all cases for service supplied to the premises until SSVEC has received three (3) days notice of the effective date of any change in the service agreement. The customer shall also promptly notify SSVEC of any change in billing address.

2.34 IDENTIFICATION OF LOAD AND PREMISES

The electric loads and premises to be served by SSVEC shall be clearly identified by the customer at the time of application. If the service address is not recognized in terms of a commonly used identification system, the customer may be required to provide specific written directions before SSVEC shall act on a request for electric service. "See Section 2.68 Rates".

2.35 LANDLORD AGREEMENT

SSVEC has a provision for working with landlords to reduce the cost of doing business for both the landlord and SSVEC. In the agreement, the landlord agrees to pay to SSVEC the electric rate for electric service provided to the premises unless and until the SSVEC has received notice and necessary billing instruction for the new tenant. In exchange for this, SSVEC waives some of the reconnection charges that are normally billed to landlords. The Landlord agreement shown in Exhibit I contains all of the pertinent provisions of this agreement.

2.40 CREDIT POLICY

SSVEC shall extend credit for electric service when the customer meets the criteria established for the applicable class of service and other general requirements.

2.41 RESIDENTIAL SERVICE

SSVEC shall extend credit to a new applicant for residential service if the applicant is able to meet any of the following requirements:

- A. The applicant has had service of a comparable nature with SSVEC at another service location within the past two (2) years and was not delinquent in payment more than twice during the last twelve (12) consecutive months or disconnected for nonpayment.
- B. The applicant can produce a letter regarding credit or verification from an electric utility where service of a comparable nature was last received which states applicant had a timely payment history at time of service discontinuance.
- C. In lieu of a deposit, a new applicant may provide a Letter of Guarantee from an existing customer with service and acceptable to SSVEC or a surety bond as security for SSVEC.
- D. Payment of a deposit as hereinafter provided.

2.42 MUNICIPAL SERVICE

The sole requirement for extension of credit to any municipal body, improvement or service district, county government, the State of Arizona, the United States government or other political subdivision shall be that the authorized executive official(s) of that agency sign an agreement for electric service.

2.43 ALL OTHER SERVICE

Refer to Section 2.41.

2.44 ASSOCIATIONS, CORPORATIONS AND PARTNERSHIPS

Any applicant for service in the name of a customer other than a natural person, such as an association, corporation, partnership or other similar organization, shall also meet the following requirements:

- A. Establish the names and mailing addresses of the principal parties in the organization (e.g., officers, partners, local representative, etc.) and the name and relationship of the person(s) requesting service; and,

- B. Provide proof of the legal existence of the organization (e.g., certificate of incorporation, newspaper publication of the articles of incorporation, or other suitable legal references); and,
- C. In the case of a corporation, evidence indicating the state in which it is incorporated.

2.45 EXCEPTIONS

SSVEC may require the customer to pay a cash deposit in lieu of any other evidence of satisfactory credit under any of the following circumstances:

- A. SSVEC has reasonable grounds to believe the customer's credit rating is unsatisfactory.
- B. The customer's account subsequently becomes delinquent more than three times (3x) within any twelve (12) consecutive months period.
- C. Service to the customer is subsequently terminated for nonpayment of a delinquent account within the last twelve (12) months.

2.46 DEPOSIT PROCEDURES

To any customer from whom a cash deposit is required, SSVEC shall provide both a written statement summarizing when deposits are required, the amount and calculation of interest and refund procedures, and a non-negotiable receipt. A receipt shall be the primary record of the deposit, but verification of the existence of and right to a deposit may also include appropriate SSVEC records. Arrangements acceptable to SSVEC may be made for payment of cash deposits.

2.47 SCHEDULE OF DEPOSITS

- A. **RESIDENTIAL SERVICE.** Deposits shall be established by the SSVEC Board of Directors shall not exceed two times (2x) SSVEC's average residential usage for the previous year, except where greater use is estimated for electric heating, water heating or other major energy requirements.
- B. **GENERAL SERVICE.** Deposit shall not exceed 2½ times that customer's estimated maximum monthly bills.
- C. **LARGE POWER SERVICE.** Deposit shall not exceed 2½ times that customer's estimated maximum monthly bills.
- D. **IRRIGATION SERVICE.** Deposit shall be 2½ times that customer's estimated maximum monthly bills.

- E. **SECURITY LIGHTING.** None, except where SSVEC's Extension Policy applies to investments in excess of the amount provided for in SSVEC's approved tariff.

SSVEC may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage. Amounts collected as deposits are subject to refund upon the establishment of credit with SSVEC. A separate deposit may be required for each meter installed.

2.48 INTEREST ON DEPOSITS

SSVEC shall annually pay simple interest on a customer's required deposit equivalent to the passbook rate of interest of SSVEC's banking institution as of December 31 of each year, provided that no interest shall accrue on deposits held by SSVEC less than four (4) months. Interest shall accrue until SSVEC refunds the deposit, or at its discretion applies the deposit to the customer's unpaid account for electric service. Annual interest on deposits shall generally be applied to the customer's account on the service bill following the anniversary date of the deposit. When a customer terminates service, annual interest shall be prorated to the nearest full month following the anniversary date of the deposit. In no case shall interest accrue after a final bill for service is rendered. There shall be no interest paid retroactively on customer prepayments previously held by SSVEC prior to the approval of these General Conditions of Service.

2.49 GROUNDS FOR REFUSAL OF SERVICE

SSVEC may refuse to establish service if any of the following conditions exist:

- A. The applicant has an outstanding amount due for the same class of service with SSVEC, and the applicant is unwilling to make arrangements with SSVEC for payment.
- B. A condition exists which in SSVEC's judgment is unsafe or hazardous to the applicant, the general population, or SSVEC's personnel or facilities.
- C. Refusal by the applicant to provide SSVEC with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements.
- D. Customer is known to be in violation of SSVEC's tariffs filed with the Commission.
- E. Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by SSVEC as a condition for providing service.
- F. Applicant falsifies his or her identity for the purpose of obtaining service.

- G. SSVEC may refuse service until the customer has obtained all required permits and/or inspections which indicate that the customer's facilities comply with local construction and safety standards.

2.50 SERVICE POLICY

2.51 RESPONSIBILITY OF SSVEC

Prompt, reliable electric service is SSVEC's primary responsibility to the customer. In general, there is no charge to the customer for service calls related to voltage problems, malfunction of SSVEC equipment and other errors for which SSVEC is responsible, but service calls relating to malfunction of customer equipment will be charged at Schedule SC tariff rate. (Refer to Section 2.56.) SSVEC shall use reasonable diligence to supply continuous service, but does not guarantee electric service against interruptions. SSVEC is not liable to the customer for damages resulting from interruptions beyond its control.

- A. SSVEC shall be responsible for the safe transmission and distribution of electricity until it passes the point of delivery to the customer.
- B. SSVEC shall be responsible for maintaining in safe operating condition all meters, equipment and fixtures installed on the customer's facilities by SSVEC for the purpose of delivering service to the customer.

2.52 RESPONSIBILITY OF CUSTOMER

- A. Each customer shall be responsible for maintaining all customer facilities on the customer's side of the point of delivery in safe operating condition.
- B. Each customer shall be responsible for safeguarding all SSVEC property installed in or on the customer's premises for the purpose of supplying SSVEC service to that customer.
- C. Each customer shall exercise all reasonable care to prevent loss or damage to SSVEC property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to SSVEC property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse SSVEC for the cost of necessary repairs or replacements.
- D. Each customer shall be responsible for payment for any equipment damage and/or estimated unmetered usage resulting from unauthorized breaking of seals, interfering, tampering or bypassing SSVEC meter.
- E. Each customer shall be responsible for notifying SSVEC of any equipment failure identified as SSVEC's equipment.

2.53 MINIMUM CUSTOMER INFORMATION REQUIREMENTS**A. Information for residential customers.**

1. SSVEC shall make available upon customer request not later than 60 days from the date of request a concise summary of the rate schedule applied for by such customer.

The summary shall include the following.

- a) The monthly minimum or customer charge, identifying the amount of the charge and the specific amount of usage included in the minimum charge, where applicable.
 - b) Rate blocks, where applicable.
 - c) Any adjustment factor(s) and method of calculation.
2. SSVEC shall to the extent practical identify the tariff most advantageous to the customer and notify the customer of such prior to service commencement.
 3. In addition, SSVEC shall make available upon customer request, not later than 60 days from the date of service commencement, a concise summary of SSVEC's tariffs or the Commission's rules and regulations concerning:
 - a) Deposits
 - b) Termination of service
 - c) Billing and collection
 - d) Complaint handling
 4. SSVEC upon request of a customer shall transmit a written statement of actual consumption by such customer for each billing period during the prior twelve (12) months unless such data is not reasonably ascertainable.
 5. SSVEC shall inform all new customers of their right to obtain the information specified above.

B. Information required due to changes in tariffs.

1. SSVEC shall transmit to affected customers a concise summary of any change in SSVEC's tariffs affecting those customers.
2. This information shall be transmitted to the affected customer within sixty (60) days of the effective date of the change.

2.54 CONTINUITY OF SERVICE

SSVEC shall make reasonable efforts to supply a satisfactory and continuous level of service. However, SSVEC shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from:

- A. Any cause against which SSVEC could not have reasonably foreseen or made provision for, i.e., force majeure (Act of God).
- B. Scheduled service interruptions to make repairs or perform routine maintenance.
- C. Curtailment.

2.55 SERVICE INTERRUPTIONS

- A. SSVEC shall make reasonable efforts to reestablish service within the shortest possible time when service interruptions occur.
- B. SSVEC shall make reasonable provisions to meet emergencies resulting from failure of service, and SSVEC shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
- C. In the event of a national emergency or local disaster resulting in disruption of normal service, SSVEC may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.
- D. When SSVEC plans to interrupt service for more than four (4) hours to perform necessary repairs or maintenance, SSVEC shall attempt to inform affected customers verbally or through effective media at least 24 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers of SSVEC. In case of emergency conditions, SSVEC may suspend service without prior notice to affected customers.

2.56 SERVICE CALLS DURING REGULAR BUSINESS HOURS

A service charge as provided in SSVEC's approved tariff, plus mileage will be imposed for service call performed during regular business hours for one of the following reasons:

- A. Interruptions caused by the customer's negligence or failure of customer-owned equipment. Reasonable efforts will be made to advise the customer about the responsibility of such charges before the service call starts.

- B. Reconnection of electric service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to SSVEC, unsafe conditions, threats to SSVEC personnel or property, failure to permit safe access, detrimental effects of customer loads on SSVEC's system, or failure to establish credit and/or sign an agreement for service.
- C. Meter testing performed at the written request of the customer. However, if SSVEC's test shows that the meter is inaccurate by more than 3%, the service charge will be waived or refunded to the customer and energy charges will be adjusted accordingly for the three (3) immediately previous billing periods only. No service charges will be imposed for any meter test if the customers request is made within six (6) months of the next regularly scheduled test date, Section 3.21 Meter and Meter Test Policy by the customer also.

2.57 SERVICE CALLS AFTER REGULAR BUSINESS HOURS

A service charge as provided in SSVEC approved tariff plus mileage will be imposed for a service call after regular business hours for one of the following reasons:

- A. Interruptions caused by the customer's negligence or failure of customer-owned equipment, even though SSVEC is unable to perform any work beyond the point of delivery. The customer shall be advised about the possibility of such charges before the service call starts.
- B. Reconnection of electric service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to SSVEC, unsafe conditions, threats to SSVEC personnel or property, failure to permit safe access, detrimental effects of customer loads on SSVEC's system, or failure to establish credit and/or sign an agreement for service. Such work will be performed only when requested and agreed to by the customer.
- C. Should service be established during a period other than regular working hours at the customer's request, the customer may be required to pay an after-hour charge for the service connection. Where SSVEC scheduling will not permit service establishment on the same day requested, the customer can elect to pay the after-hour charge for establishment that day or his service will be established on the next available normal working day.
- D. For the purpose of this rule, the definition of service establishments are where the customer's facilities are ready and acceptable to SSVEC and SSVEC needs only to install a meter, read a meter, or turn the service on.

2.58 CHARGES FOR ELECTRIC SERVICE CONNECTIONS

- A. NEW SERVICE. A customer is eligible for one electric service connection at no additional charge when the initial membership fee is paid. However, a former

customer reapplying for membership shall pay a service charge as provided in SSVEC's approved tariff.

- B. ADDITIONAL SERVICE. A non-refundable service charge as provided in SSVEC's approved tariff shall be imposed for each additional electric service connection or for a location change to a new service address.
- C. SERVICE CONNECTION CALLBACKS. A non-refundable service charge as provided in SSVEC approved tariff shall be imposed for a return trip to connect electric service if at the customers request it was previously made available at the point of delivery, if an inaccurate service address provided by the customer results in a service connection callback or if the customer postpones or cancels any service order already completed by SSVEC.

2.59 PROPERTY DAMAGE

The customer shall be billed for damages to SSVEC property caused by the customer or the customer's employee(s) or agent(s). Such damages and the cost of repair shall be billed at SSVEC's current rates for labor, transportation, equipment, and materials, less appropriate credit for salvage, if any.

2.60 COMPLAINTS

SSVEC requests an opportunity to promptly investigate any legitimate complaint by the customer about SSVEC's quality of service, charges for service or other transactions involving SSVEC personnel.

A. Customer Service Complaints.

1. SSVEC shall make a full and prompt investigation of all service complaints made by its customers.
2. SSVEC shall respond to the complaint within five (5) working days as to the status of the SSVEC investigation of the complaint.
3. SSVEC shall notify the complainant of the final disposition of each complaint. Upon request of the complainant SSVEC shall report the findings of its investigation in writing.
4. SSVEC shall inform the customer of his/her right of appeal to the Commission.
5. SSVEC shall keep a record of all written service complaints received that shall contain, at a minimum, the following data:
 - a) Name and address of complainant.

- b) Date and nature of the complaint.
- c) Disposition of the complaint.
- d) A copy of any correspondence between SSVEC, the customer, and/or the Commission.

This record shall be maintained for a minimum period of one (1) year and shall be available for inspection by the Commission.

B. Customer Bill Disputes.

1. Any SSVEC customer who disputes a portion of a bill rendered for SSVEC service shall pay the undisputed portion of the bill and notify SSVEC's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute, SSVEC shall:
 - a) Notify the customer within five (5) working days of the receipt of a written dispute notice.
 - b) Initiate a prompt investigation as to the source of the dispute.
 - c) Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon request of the customer, SSVEC shall report the results of the investigation in writing.
 - d) Inform the customer of his/her right of appeal to the Commission.
3. Once the customer has received the results of SSVEC's investigation, the customer shall submit payment within five (5) working days to SSVEC for any disputed amounts. Failure to make full payment shall be grounds for termination of service.

C. Commission Resolution of Service and/or Bill Disputes.

1. In the event a customer and SSVEC cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission in accordance with R14-2-212, Paragraph C.
2. SSVEC may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.

3. SSVEC shall maintain a record of written statements of dissatisfaction and their resolution for a minimum of one year and make such records available for Commission inspection.

2.61 CONSTRUCTION STANDARDS AND SAFETY

- A. SSVEC shall construct all transmission and distribution facilities in accordance with the provisions of ANSI C2 standards (National Electrical Safety Code), as per ACC rule 14-2-208(F)1. 1997 Copies of the National Electrical Safety Code are available from the Institute of Electrical Safety Code are available from the Institute of Electrical and Electronic Engineers, Inc., 345 East 47th Street, New York, New York 10017. Copies of the ASME Code for Pressure Piping are available from the American Society of Mechanical Engineers, 345 East 47th Street, New York, New York 10017.
- B. SSVEC shall adopt a standard alternating nominal voltage or standard alternating nominal voltages (as may be required by its distribution system) for its entire service area or for each of the several districts into which the system may be divided, which standard voltage or voltages shall be stated in the rules and regulations of SSVEC and shall be measured at the customer's service entrance. SSVEC shall under normal operating conditions maintain its standard voltage within the limits of the 1989 edition (and no future editions) of ANSI C84.1 (American National Standard for Electric Power Systems and Equipment- Voltage Ratings [60Hz]), incorporated by reference and on file with the Office of the Secretary of State. Copies are available from the American National Standards Institute, 1430 Broadway, New York, New York 10018.

2.62 BILLING POLICY

2.63 FREQUENCY AND ESTIMATED BILLS

- A. SSVEC shall render itemized monthly service bills on a cycle system. Regular meter readings shall be scheduled for periods of not less than 25 days or more than 35 days.
- B. If SSVEC is unable to read the meter on the scheduled meter read date, SSVEC will estimate the consumption for the billing period giving consideration to the following factors where applicable:
 1. The customer's usage during the same month of the previous year.
 2. The amount of usage during the preceding month.
- C. After the second consecutive month of estimating the customer's bill for reasons other than severe weather, SSVEC will attempt to secure an accurate reading of the meter.

- D. Failure on the part of the customer to comply with a reasonable request by SSVEC for access to its meter may lead to the discontinuance of service.
- E. Estimated bills will be issued only under the following conditions:
 - 1. Failure of a customer who read his own meter to deliver his meter reading card to SSVEC in accordance with the requirements of SSVEC billing cycle.
 - 2. Severe weather conditions which prevent SSVEC from reading the meter or remote locations which make it uneconomical to read on a monthly basis.
 - 3. Circumstances that make it dangerous or impossible to read the meter, i.e., locked gates, blocked meters, vicious or dangerous animals, etc.
- F. Each bill based on estimated usage will indicate that it is an estimated bill.

2.64 METER READING

- A. Company or Customer Meter Reading.
 - 1. SSVEC may at its discretion allow for customer reading of meters.
 - 2. It shall be the responsibility of SSVEC to inform the customer how to properly read his/her meter.
 - 3. Where a customer reads his or her own meter, SSVEC will read the customer's meter at least once every six (6) months.
 - 4. SSVEC shall provide the customer with postage-paid cards or other methods to report the monthly reading to SSVEC.
 - 5. SSVEC shall specify the timing requirements for the customer to submit his or her monthly meter reading to conform with SSVEC's billing cycle.
 - 6. In the event the customer fails to submit the reading on time, SSVEC may issue the customer an estimated bill.
 - 7. Meters shall be read monthly on as close to the same day as practical.
- B. Measuring of Service.
 - 1. All energy sold to customers and all energy consumed by SSVEC, except that sold according to fixed charge schedules, shall be measured by commercially acceptable measuring devices owned and maintained by SSVEC, except where it is impractical to install meters, such as street

lighting or security lighting, or where otherwise authorized by the Commission.

2. When there is more than one meter at a location, the metering equipment shall be so tagged or plainly marked as to indicate the circuit metered or metering equipment.
3. Meters which are not direct reading shall have the multiplier plainly marked on the meter.
4. All charts taken from recording meters shall be marked with the date of the record, the meter number, customer, and chart multiplier.
5. Metering equipment shall not be set "fast" or "slow" to compensate for supply transformer or line losses.

C. Customer Requested Rereads.

1. SSVEC shall at the request of a customer reread that customer's meter within ten (10) working days after such request by the customer.
2. Any reread may be charged to the customer at a rate on file and approved by the Commission, provided that the original reading was not in error.
3. When a reading is found to be in error, the reread shall be at no charge to the customer.

D. Access to Customer Premises.

SSVEC shall have the right of safe ingress to and egress for the customer's premises at all reasonable hours for any purpose reasonably connected with SSVEC's property used in furnishing service and the exercise of any and all rights secured to it by law or these rules.

2.65 RECORD OF CONSUMPTION

The registration of SSVEC's meter at the customer's point of delivery shall constitute prima facie evidence of the amount of energy and/or billing demand used by the customer, except where non-metered service is supplied. However, in the event of failure of SSVEC's meter or of SSVEC personnel to obtain an actual reading, a reasonable estimate of the amount of energy and/or billing demand shall be made to SSVEC. Estimated shall be based on the pattern of the customer's metered use before the date of the last actual reading, or on the customer's electric load where no billing history exists. SSVEC reserves the right to read meters on a schedule less frequent than monthly where the point of delivery is so remote or inaccessible that fewer actual readings, or readings taken by the customer, are in the best interest of operating economy.

2.66 CHANGE OF OCCUPANCY.

- A. Not less than three (3) working days advance notice must be given in person, in writing, or by telephone at the company's office to discontinue service or to change occupancy.
- B. The outgoing party shall be responsible for all SSVEC services provided and/or consumed up to the scheduled turn-off date.

2.67 EXTENDED BILLING PERIODS

SSVEC shall extend the billing period as designated in the appropriate tariff for that rate schedule.

2.68 RATES

SSVEC supplies electric service under several rate schedules, and at the time of application selects the most favorable rate for which the customer is eligible based upon information available at the time of application.

It shall be the responsibility of the customer, however, to notify SSVEC and request rate reclassification if eligibility for the assigned rate changes, or if the size or character of connected electric load substantially changes. Retroactive billing adjustments for a customer on an incorrect rate shall be limited to the three (3) immediately previous billing periods only, except in cases of misrepresentation by the customer where adjustment shall be retroactive to the original date of service connection.

2.69 BILLING OF LINE EXTENSION CHARGES

The customer shall be billed the applicable tariff indicated in the customer's application for service, on the first cycle billing at least thirty (30) days after the service is installed and connection made, regardless of whether the customer has begun actual energy use.

2.70 TERMS OF PAYMENT

- A. All electric service bills are due and payable upon receipt, and are past due if unpaid ten (10) days after the bill is mailed. Electric service bills for the current billing period may be paid in person at any SSVEC business office, to any authorized collection agent of SSVEC, or by mail to SSVEC's general office in Willcox, Arizona. Payment of delinquent charges, however, may be limited by SSVEC to a specific method, time and place under terms of SSVEC's collection policy or a deferred payment agreement.
- B. For the purposes of this rule, the date a bill is rendered may be evidenced by:
 - 1. The postmark date.

2. The billing date shown on the bill (however, the billing date shall not differ from the postmark or mailing date by more than two (2) days).
- C. Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
- D. Charges for service commence when the service is installed and connection made, whether used or not.
- E. A late payment penalty of 1.5 percent per month shall be added on all past due balances which remain unpaid fifteen (15) days beyond the past due date. The exceptions being amounts owed on approved deferred payment agreements, Budget Billing and Levelized Billing Programs. .

2.71 BILLING INFORMATION

All electric service bills shall identify the premises served (by premises address, service number and SSVEC location number as well as customer specific service identifier) and the type of service provided. Other information provided will be as follows:

- A. Each meter at a customer's premises will be considered separately for billing purposes, and the readings of two or more meters will not be combined unless otherwise provided for in SSVEC's tariffs.
- B. Each bill for residential service will contain the following minimum information:
 1. The number of days in the billing period.
 2. Date and meter reading at the end of the billing period.
 3. Billed usage and demand.
 4. Rate schedule number.
 5. SSVEC telephone number.
 6. Customer's name.
 7. Service account number.
 8. Amount due and due date.
 9. Past due amount.
 10. Adjustment factor, where applicable.
 11. Taxes.

12. The Arizona Corporation Commission and address, thereof.

2.72 OPTIONAL PAYMENT PLANS

Eligible customers may elect the following plans:

- A. **BUDGET BILLING.** For convenience of SSVEC's residential and small commercial customers, and at no additional charge, SSVEC shall offer a "Budget Billing" plan based on twelve (12) months equal installments of the customer's estimated total charges. This plan offers twelve (12) equal payments and is not only an advantage to help manage seasonal fluctuations in the electric bill, but an asset to those customers on the "Bank Payment Program". The "Budget Billing" plan requires sufficient billing history to accurately estimate the customer's monthly installment. Annually the plan will have a catch-up time on the anniversary date of initiation. At that time, any credit amount shall be refunded or debit amounts will be billed. Two consecutive delinquencies will be cause for removal of the customer from the "Budget Billing" plan and all amounts will become due and payable.
- B. **LEVELIZED BILLING.** For the convenience of residential customers, and at no additional charge, SSVEC offers a levelized billing plan that automatically recalculates the bill each month based on current usage and the most recent three (3) months usage history. This plan will help equalize the electric bills where there are several or other types of usage changes that can cause large fluctuations in your bill. There is no catch-up bill necessary but, when cancelled by either party, any credit will be refunded or debit balance due.
- C. **SUREPAY.** For the convenience of all customers with checking accounts at designated banks in Arizona and at no additional charge, SSVEC shall offer an optional automatic payment plan under which the customer's bank is authorized to accept the customer's electric service bill as a draft on the customer's checking account. An eligible customer shall acknowledge in writing the terms of the Bank Payment Plan (a copy of which is attached as part of this schedule) before the agreement is effective provided that either party may cancel upon thirty (30) days notice to the other. The customer may also automatically charge their monthly bill to their credit card.
- D. **EARLY PAYMENT PLAN.** For the convenience of residential customers who expect to be away on vacation, temporary work assignment or other travel for more than thirty (30) days, SSVEC shall offer an optional prepayment plan based on estimated charges for each thirty (30) day period of absence. An eligible customer shall acknowledge in writing the terms of the Early Payment Plan (a copy of which is attached as part of this schedule) before the agreement is effective. A customer shall not be subject to the provisions of SSVEC's Collection Policy and Service Termination Policy regarding nonpayment of a delinquent

account during the term of any Early Payment Plan accepted by SSVEC, regardless of whether actual charges subsequently exceed prepayments.

E. CREDIT CARD PAYMENT RATE SCHEDULE

1. Type of Service:

For the convenience of all SSVEC customers sales and services provided by SSVEC, and at no charge, SSVEC agrees to accept only "MasterCard", "Visa", "American Express" and "Discovery" and "Debit cards". Payment by credit card is an alternative and optional method of paying for services. This payment method responds to changes in the customers' lifestyle and is an acceptable business practice. All other forms of payment normally used by SSVEC will be maintained.

2. Availability:

Payment by credit card shall be available to all SSVEC customers receiving sales and services provided by SSVEC. Only "MasterCard", "Visa", "American Express", and "Discovery" credit cards will be accepted.

3. Optional Method of Payment:

Payment by credit card is purely optional with the customer; all other forms of payment normally used by SSVEC will be maintained.

4. Place of Payment:

Credit card payments may be made in the following manner:

- a) At any of SSVEC's customer service offices where personal payments may be made;
- b) In the field by SSVEC personnel authorized to accept collection of payments, e.g., where SSVEC personnel are on the customer's premises to: (a) collect payment, (b) establish service, (c) re-establish service, and/or (d) terminate service; or
- c) By phone where: (a) the customer is currently residing outside SSVEC's service territory and wishes to re-establish service, (b) the customer has moved from SSVEC's service territory and wishes to make payment on an outstanding bill, or (c) SSVEC, in its sole discretion, determines that requiring the customer to visit an SSVEC customer service office to make payment will constitute a substantial hardship to the customer.

- d) SSVEC customers may have their monthly bill automatically charged to their credit card as one option of the SurePay program.

5. Conditional Acceptance of Payment:

Payment by credit card shall not be deemed accepted by SSVEC unless and until accepted and paid by the issuing bank. SSVEC normally will cross-reference for cancelled, stolen or otherwise dishonored cards at the end of each business day. Any card found to be dishonored through such cross-referencing procedure shall be immediately deemed rejected by the issuing bank. If for any other reason, including, but not limited to, cancellation by the customer, payment by credit card is dishonored or rejected, the credit card statement shall be treated the same as a dishonored or unapproved check and the customer's status shall be the same as if no payment were tendered

2.73 BILLING ADDRESS

SSVEC shall mail service bills and other important notices to the last known billing address provided by the customer. It is the customer's responsibility to notify SSVEC about any change in or correction to customer's billing address. In no case shall failure to receive a service bill or other important notice mailed to the customer's billing address of record relieve or diminish the customer's obligation to pay for service or to take appropriate action, as the case may be.

2.74 COLLECTION POLICY

It is the responsibility of SSVEC to initiate collection action on delinquent accounts in order to protect its fiscal integrity and the interest of all members.

2.75 RESIDENTIAL AND GENERAL SERVICE CUSTOMERS

- A. NOTICE OF DELINQUENT STATUS. All bills for utility service are due and payable no later than 15 calendar days from the date of the bill. Any payment not received within this time-frame shall be considered delinquent and will incur a late payment of 1.5% monthly.. The customer shall be notified of a delinquent account by first class mail or by messenger at least five (5) days before a scheduled disconnection. A delinquent account may include past due amounts transferred from other inactive accounts held by the customer of the same service class.
- B. RIGHT OF APPEAL ON DISPUTED ISSUE. A customer has the right to appeal a relevant issue in dispute to SSVEC supervisor before the scheduled date of termination for nonpayment. SSVEC will complete an investigation of the disputed issue and notify the customer of findings not in the customer's favor no less than twenty-four (24) hours before a scheduled or postponed disconnection.

- C. **RIGHT TO DEFERRED PAYMENT AGREEMENT.** A customer has the right to request an agreement for deferred payment of delinquent account balance before the scheduled date of termination for nonpayment. SSVEC shall permit deferred payment if the customer demonstrates recent economic hardship such as medical emergency or employment layoff, and if SSVEC favorably evaluates the feasibility of deferred payment on the basis of the customer's economic circumstances.

An eligible customer shall acknowledge in writing the terms of the Deferred Payment Agreement (a copy of which is attached as part of this schedule), provided that no agreement shall extend longer than six (6) months and that failure of the customer to perform according to the agreement shall result in service termination upon at least twenty-four (24) hours notice of breach. SSVEC reserves the right to reject a request for deferred payment of a delinquent account to any customer who has executed two (2) Deferred Payment Agreements within the previous twelve (12) months. A deferred payment agreement may include a finance charge as provided in SSVEC's approved tariffs.

2.76 ALL OTHER CUSTOMERS

A past due account is delinquent fifteen (15) days after the past due date and is subject to disconnection thereafter upon five (5) days notice to the customer.

2.77 WORTHLESS (NSF) CHECKS

- A. SSVEC shall be allowed to recover a fee, as approved by the Commission in a tariff proceeding, for each instance where a customer tenders payment for service with an insufficient funds check.
- B. When SSVEC is notified by the customer's bank that there are insufficient funds to cover the check tendered for SSVEC service, SSVEC may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to SSVEC.
- C. A customer who tenders an insufficient check shall in no way be relieved of the obligation to render payment to SSVEC under the original terms of the bill nor defer SSVEC's provision for termination of service for nonpayment of bills.

2.78 NOTES

SSVEC will institute collection action on any account which has been disconnected on a seasonal or permanent basis and for which an outstanding balance has remained unpaid for 30 days after issuance of the original final billing. At the discretion of SSVEC, collection action may be by legal action or the use of a collection agency retained by SSVEC. As an option to the above course of action, SSVEC, at its discretion, and with agreement of the customer involved, may elect to convert an outstanding balance to an interest-bearing note. In such cases, the term of the note shall not exceed one year.

Interest will be calculated at the rate which would be paid by SSVEC, as of the date of the signing of the note, for advances from its established Line of Credit with the National Rural Utilities Cooperative Finance Corporation, Washington, D.C.

2.80 SERVICE TERMINATION POLICY

In addition to routine disconnections performed at the request of the customer upon proper notice, SSVEC shall unilaterally terminate service to a customer who remains in serious violation of SSVEC policies, regulations or specification, provided that grounds of termination of one type of service or at one location shall not apply to other services or locations occupied by the customer.

2.81 GROUNDS FOR SERVICE TERMINATION

A. Nonpermissible Reasons to Disconnect Service.

1. SSVEC may not disconnect service for any of the reasons stated below:
 - a) Delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises.
 - b) Failure of the customer to pay for service or equipment which are not regulated by the Commission.
 - c) Nonpayment of a bill related to another class of service.
 - d) Failure to pay for a bill to correct a previous under-billing due to an inaccurate meter or meter failure if the customer agrees to pay over a reasonable period of time.
 - e) SSVEC shall not terminate residential service where the customer has an inability to pay and:
 - (1) The customer can establish through medical documentation that, in the opinion of a licensed medical physician, termination would be especially dangerous to the customer's or a permanent resident residing on the customer's premises health, or
 - (2) Life supporting equipment used in the home that is dependent on SSVEC service for operation of such apparatus, or
 - (3) Where weather will be especially dangerous to health as defined herein or as determined by the Commission.

- f) Residential service to ill, elderly, or handicapped persons who have an inability to pay will not be terminated until all of the following have been attempted:
 - (1) The customer has been informed of the availability of funds from various government and social assistance agencies of which SSVEC is aware.
 - (2) A third party previously designated by the customer has been notified and has not made arrangements to pay the outstanding SSVEC bill.
- g) A customer utilizing the provisions of e. or f. above, may be required to enter into a deferred payment agreement with SSVEC within ten (10) days after the scheduled termination date.
- h) Failure to pay the bill of another customer as guarantor thereof.
- i) Disputed bills where the customer has complied with the Commission's rules on customer bill disputes.

B. Termination of Service Without Notice.

- 1. SSVEC service may be disconnected without advance written notice under the following conditions:
- 2. The existence of an obvious hazard to the safety or health of the customer or the general population or SSVEC's personnel or facilities.
- 3. SSVEC has evidence of meter tampering or fraud.
- 4. Failure of a customer to comply with the curtailment procedures imposed by SSVEC during supply shortages.
- 5. SSVEC shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of SSVEC.
- 6. SSVEC shall maintain a record of all terminations of service without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission.

C. Termination of Service With Notice.

- 1. SSVEC may disconnect service to any customer for any reason stated below provided SSVEC has met the notice requirements established by the Commission:

- a) Customer violation of any of SSVEC's tariffs.
 - b) Failure of the customer to pay a delinquent bill for SSVEC service.
 - c) Failure to meet or maintain SSVEC's deposit requirements.
 - d) Failure of the customer to provide SSVEC reasonable access to its equipment and property.
 - e) Customer breach of a written contract for service between SSVEC and customer.
 - f) When necessary for SSVEC to comply with an order of any governmental agency having such jurisdiction.
2. SSVEC shall maintain a record of all terminations of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection.

D. Termination Notice Requirements.

- 1. SSVEC shall not terminate service to any of its customers without providing advance written notice to the customer of SSVEC's intent to disconnect service, except under those conditions specified where advance written notice is not required.
- 2. Such advance written notice shall contain, at a minimum, the following information:
 - a) The name of the person whose service is to be terminated and the address where service is being rendered.
 - b) SSVEC tariff that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of SSVEC, if applicable.
 - c) The date on or after which service may be terminated.
 - d) A statement advising the customer to contact SSVEC at a specific address or phone number for information regarding any deferred payment or other procedures which SSVEC may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.
 - e) A statement advising the customer that SSVEC's stated reason for the termination of services may be disputed by contacting SSVEC at a specific address or phone number, advising SSVEC of the

dispute and making arrangements to discuss the cause for termination with a responsible employee of SSVEC in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and SSVEC shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his right to file a complaint with the Commission.

3. Where applicable, a copy of the termination notice will be simultaneously forwarded to designated third parties.

E. Timing of Terminations With Notice.

1. SSVEC shall give at least five (5) days advance written notice prior to the termination date.
2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address.
3. After the period of time allowed by the notice has elapsed, if the delinquent account has not been paid nor arrangements made with SSVEC for the payment thereof or in the case of a violation of SSVEC's rules, the customer has not satisfied SSVEC that such violation has ceased, SSVEC may then terminate service on or after the day specified in the notice without giving further notice.
4. Service may be disconnected in conjunction with a personal visit to the premises by an authorized representative of SSVEC or remotely with distribution automation.
5. SSVEC shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

F. Landlord/Tenant Rule.

In situations where service is rendered at an address different from the mailing address of the bill or where SSVEC knows that a landlord/tenant relationship exists and that the landlord is the customer of SSVEC, and where the landlord as a customer would otherwise be subject to disconnection of service, SSVEC may not disconnect service until the following actions have been taken:

1. Where it is feasible to so provide service, SSVEC, after providing notice as required in these rules, shall offer the occupant the opportunity to

subscribe for service in his or her own name. If the occupant then declines to so subscribe, SSVEC may disconnect service pursuant to the rules.

2. SSVEC shall not attempt to recover from a tenant or condition service to a tenant with the payment of any outstanding bills or other charges due upon the outstanding account of the landlord.

2.82 SERVICE TERMINATION PROCEDURE

After SSVEC delivers the required service termination notice, it shall observe the following procedure:

- A. In the case of a delinquent account only, the SSVEC employee assigned to disconnect service shall make reasonable efforts before termination to identify themselves as SSVEC personnel to the customer; describe the purpose of their presence at the customer's premises; and, advise the customer that payment of the total amount due can be accepted in the field to prevent termination.
- B. In the case of a delinquent account only, the customer may pay the total amount due to the terminating employee, including a charge as provided in SSVEC's approved tariffs for the field collection call. If the customer does not pay the total amount due, service maybe disconnected. SSVEC may require that the payment be made by cash, credit card, money order, or cashier check in lieu of a personal check.
- C. In all other cases of termination for cause, failure of the customer to rectify a deficiency before the scheduled date of termination shall result in a service disconnection.

2.90 CONDITIONS FOR RESTORATION OF SERVICE

When electric service to a customer has been terminated for cause in accordance with SSVEC's Service Termination Policy, the customer may request restoration under the following conditions:

2.91 NONPAYMENT OF DELINQUENT ACCOUNT

The customer shall pay all delinquent charges, the applicable service charge for reconnection, and any additional deposit needed to increase the customer's total deposit to one-sixth (1/6) of the estimated electric service charges for the following twelve (12) months before service shall be restored.

2.92 UNLAWFUL USE OF SERVICE

In cases where SSVEC has evidence of meter tampering or theft of service, the service shall be subject to immediate discontinuance. SSVEC shall not be required to restore service until the conditions, which resulted in the termination, have been corrected to the

satisfaction of SSVEC. SSVEC shall be entitled to collect the applicable rate and energy usage not recorded on the meter as a result of the meter tampering or theft of service, as well as expenses incurred by SSVEC for property damage, investigation of the illegal act, and any legal expenses and court costs.

2.93 MISREPRESENTATION TO SSVEC

The customer shall be subject to the General Conditions of Service as if application was being made for the first time, and shall pay the applicable service charge for reconnection before service shall be restored.

2.94 UNSAFE CONDITIONS

The customer shall eliminate or correct the conditions creating a safety hazard in accordance with SSVEC's service standards and specifications, and shall pay the applicable service charge for reconnection before service shall be restored.

2.95 THREATS TO SSVEC PERSONNEL OR PROPERTY

Threats to SSVEC personnel or property shall not be tolerated, and electric service to the threatening party may be discontinued until such action has been taken that SSVEC feels assured that it may serve the threatening party without danger to SSVEC personnel or property. The customer shall pay the applicable service charge for reconnection before the service shall be restored.

2.96 FAILURE TO PERMIT SAFE ACCESS

Any barrier or obstacle shall be eliminated at the customer's expense. The customer shall provide adequate assurance to SSVEC that reasonable access shall be permitted in the future, and the applicable service charge for reconnection shall be paid before service shall be restored.

2.97 DETRIMENTAL EFFECTS OF THE CUSTOMER'S EQUIPMENT OR OPERATING PROCEDURES

The customer shall eliminate or correct the conditions causing detrimental effects on SSVEC equipment or the integrity of its facilities, pay any damages, including repair costs, caused by the customer, provide adequate assurance to SSVEC that similar conditions shall not occur in the future, and pay the applicable service charge for reconnection before service shall be restored.

3.00 TECHNICAL STANDARD AND REQUIREMENTS

The request for SSVEC's electric service often involves the construction of new distribution lines for various distances. The distances and costs vary widely upon customer's location and load size.

With such a wide variation in extension requirements, it is necessary to establish limits as to the distance SSVEC shall extend its electric facilities without cost and the conditions under which SSVEC shall extend its facilities beyond this distance. The following statement of policy has been adopted to provide service to customers whose requirements are deemed by SSVEC to be usual and reasonable in nature. In unusual circumstances, when the application of the provisions of this policy appear impractical, or in the case of extension of lines to be operated above the specified voltages in the applicable rate schedule, or in case the customer's requirements exceed 1,000 KVA, then SSVEC shall make a study of the conditions to determine the basis on which service may be rendered. All extensions are made on the basis of economic feasibility. Guides are offered below for use in circumstances where feasibility is generally accepted because of the number of extensions made within these footage and dollar limits.

3.10 SERVICE STANDARDS

3.11 STANDARD VOLTAGES

The extension shall be designed and construction for operation at the standard distribution voltages used by SSVEC in the particular area in which the extension is located, but this extension policy is not applicable to extensions which require the installation of any lines or equipment operating at more than those specified voltages in the applicable rate schedule or demands of greater than 1,000 KVA. In the case of 3-phase service, line extension shall be made under this extension policy where the customer has installed major 3-phase equipment (single units of 10 HP or more or where total aggregate horsepower (HP) of all connected 3-phase motors exceed 15 HP). Voltage other than those specified for the various rate classes shall be considered as abnormal voltage and considered under the terms of Section 3.12. Only single phase/three wire or three phase/four wire services shall be provided to normal rate classes. Three phase Delta voltages supplied from an underground primary system shall be considered abnormal and nonstandard. Voltage, on a 120 volt basis, shall be maintained between 114 volts minimum and 126 volts maximum at the point of delivery or the customer's service entrance per ACC rule R14-2-208(F)2. SSVEC shall normally control the voltage to be 118 volts minimum to 124 volts maximum as recommended by RUS.

3.12 ABNORMAL LOADS AND SERVICES

Abnormal loads are those requiring nonstandard voltages, or three phase motors larger than 200 horsepower, or single phase motors larger than 10 horsepower, or single phase to three phase converters, or intermittent loads (large welders, electric furnaces, elevators), or others requiring non standard service characteristics. SSVEC may at its option extend service to an abnormal load provided the customer shall advance to SSVEC the entire cost, as a non-refundable contribution in aid-of-construction, for all materials, labor, overhead and any special equipment required to serve the load, plus an increased service availability charge to cover related fixed costs. The customer may buy, install, own and maintain conversion equipment from SSVEC's standard voltages, currents or locally available primary system to the customer's nonstandard utilization form. Standby

and/or auxiliary service shall be considered as abnormal. The use of "written pole" motors, when approved by SSVEC, may allow the connection of larger motors.

3.13 OVERHEAD AND UNDERGROUND SERVICE

SSVEC shall provide either overhead or underground service under the provisions of its approved Extension policy.

3.14 SPECIAL CONSTRUCTION

In all cases RUS requirements are used as guidelines for SSVEC installations of overhead or underground materials and equipment. Any deviation from RUS requirements is considered special construction and must be approved by RUS. Routings other than those selected and preferred by SSVEC shall be considered special construction. The customer shall pay any additional cost for special construction above normal construction. Special construction shall be provided at the discretion of SSVEC.

3.20 METERING AND SERVICE ENTRANCE REQUIREMENTS

3.21 METERING AND METER TEST POLICY

It shall be the policy of SSVEC to pursue metering accuracy by every practical method. Meters and metering equipment purchased are of good quality and all equipment subject to calibration shall be thoroughly tested by methods and equipment acceptable throughout the electric metering industry before installation. Metering requiring installation of metering transformers and associated wiring shall be installed and checked by trained and competent personnel. Accurate watt hour, voltage and current measuring standard meters shall be carefully maintained under controlled conditions, and periodically compared with standard instruments traceable to the National Institute of Standards and Technology. Testing, adjustment, and calibration procedures shall be as narrow as practical, and generally more strict than the standards under which SSVEC is regulated. The following statements of compliance meet or exceed regulatory requirements and guidelines:

- A. STANDARDS FOR ACCURACY. SSVEC shall comply with accuracy requirements of the Arizona Corporation Commission for revenue metering. SSVEC shall also comply with ANSI C12 Code for Electric Metering, Section 8, ACC Standard R-14-2-209, Paragraph E, which prescribes standards for meters in service performance, meter testing, required accuracy, etc.
- B. PERIODIC TESTING PROGRAM. The test program used shall be Periodic Test Schedule, 8.1.8.4., which requires that all SSVEC meters having surge proof magnets shall be tested at least every sixteen (16) years, and Schedule 8.2.3.1., which requires that block interval demand meters be tested at least every twelve (12) years, and lagged demand meters at least every eight (8) years.
- C. METER TESTING REQUESTED BY THE CUSTOMER. Any customer may request a test on a meter that is in the customer's name and billed to the customer.

Test request forms are available at each SSVEC office which the customer shall sign. The applicable service charge for service calls during regular business hours shall also be made. If the meter is more than 3% inaccurate, averaged between light and heavy load tests, all charges shall be waived, and the customer's bill for that meter shall be adjusted accordingly for the three (3) immediately previous billing periods only before meter removal.

The meter shall be tested in the meter shop before any adjustments are made, and if practical, before the meter cover is removed. The customer or a representative may be present when the meter is tested, but this must be stated in writing at the time the test request is made. If requested to do so, SSVEC personnel shall attempt to arrange a test during regular business hours with the customer present. If, thirty (30) days after meter removal, SSVEC has been unable to arrange such a test because of failure on the customer's part to attend the test, SSVEC shall test the meter without the customer's presence. The customer shall be notified of the results of the test by mail within a reasonable time after the test.

3.22 SERVICE ENTRANCE POLICY

Service entrances shall be in compliance with applicable current SSVEC service entrance requirements before being connected to the service conductors. If the customer elects to increase the service entrance ampacity, and this requires increasing the conductor size, the meter base ampacity or the service disconnect ampacity, the service entrance shall be brought up to current SSVEC requirements before being reconnected. Copies of current Service Entrance Requirements in the following categories are attached as part of this schedule:

- A. General Specification (0-3,000 amps/0-600 volts)
- B. Commercial and Residential (0-200 amps/0-600 volts)
- C. Commercial and Residential (201-400 amps/0-600 volts)
- D. Commercial and Residential (401-3,000 amps/0-600 volts)
- E. General Motor Load (0-500 horsepower/0-600 volts)

3.23 MINIMUM SAFETY STANDARDS

If the meter is removed by customer request or for nonpayment or other cause, the service entrance shall be brought up to minimum safety requirements before being reconnected as follows:

- A. All live parts enclosed.
- B. Service Disconnect in operating condition.

- C. Overcurrent devices in operating condition.
- D. The meter base and the service disconnect switch enclosure are grounded by bonding with no smaller than 6 AWG copper to the system neutral and to a grounding electrode as specified in SSVEC's service entrance requirements.
- E. The conductor insulation is in safe condition to reconnect.
- F. Service entrance is securely fastened to a substantial mounting base.
- G. If the service entrance cannot reasonably be brought up to minimum safety requirements because of poor condition of components, or location impracticality, a new service entrance shall be constructed, complying with SSVEC's current service entrance requirements, including SSVEC approval of location and mounting base.

3.24 UNSAFE CONDITIONS

If it comes to the attention of SSVEC that the customer's service entrance is in such a condition that it is very likely to cause death or serious injury by electric shock, SSVEC accepts no liability for the same, but shall endeavor to notify the customer. If immediate action is not taken, SSVEC shall disconnect the service entrance until the above minimum safety requirements are met. Some of the conditions that are very likely to cause death or serious injury are as follows:

- A. Bare unguarded live part with voltages of fifty (50) volts or more to ground within 8 feet of grade, sidewalk or projection from which it might be reached.
- B. The service entrance conduit, meter base, switch box, or any metal part of the service entrance is energized, and measures 50 volts or more to ground.
- C. The service entrance is very poorly fastened, and is falling off the mounting base, or is falling over, or the mounting base is not substantial enough.

3.25 RESERVED FOR FUTURE ADDITIONS

Reference Section 2.95.

3.26 SAFE ACCESS

SSVEC personnel shall have safe access to the service entrance and metering equipment at all reasonable times. Upon denial of safe access, or if such access is made hazardous by the presence of dangerous animals, electric service may be terminated until such safe access is provided.

4.00 CONDITIONS FOR EXTENSION OF SERVICE FACILITIES

4.10 CONDITIONS FOR ESTABLISHMENT OF PERMANENT SERVICE

Permanent service can be established upon compliance with the provisions in Section 2, General Conditions of Service and its subsections, plus compliance with the appropriate parts of Section 4.

4.11 AVAILABILITY OF SERVICE FACILITIES

Service is available to all customers and potential customers located along existing distribution lines within the boundaries of the certificated area in which SSVEC operates. Service requiring line extensions is also available to any customer or potential customer located any place within SSVEC's certificated area in accordance with the provisions that follow in this section:

Upon request by an applicant for a line extension, SSVEC shall prepare, without charge, rough estimates of the cost of installation to be paid by said applicant. The rough estimate will not involve an engineering field survey or site visit and, therefore, should not be relied upon as a final design or final cost estimate.

Any applicant for a line extension requesting SSVEC to prepare detailed plans, specifications, or cost estimates may be required to deposit with SSVEC a fee as outlined below. SSVEC shall, upon request, make available within ninety (90) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed line extension. When the applicant authorizes SSVEC to proceed with construction of the extension, the deposit shall be credited to the cost of construction; otherwise the deposit shall be nonrefundable. If the extension is to include expense, appropriate details shall be set forth in the plans, specifications and cost estimates. Subdivisions providing SSVEC with approved plans shall be provided with plans, specifications, or cost estimates within forty-five (45) days after receipt of the fee referred to above and as outlined below.

REQUEST FOR SSVEC ENGINEERING DESIGN SERVICES

- A. Applicants requesting engineering design estimates for new service for single and/or multiple development line extensions will be charged a fee for field checks and engineering design as follows:

Type of Service	No. Lots/Service(s)	Fee
Residential/GS	1 lot	\$50
Subdivision Underground	2 or more lots	\$250 plus \$10 per lot in excess of 2 lots
Subdivision Overhead	2 or more lots	\$150 plus \$10 per lot in excess of 2 lots
Commercial (OH & UG)	1 to 3 buildings	\$1000
(more than 300 kVA)	4 or more buildings	\$1000 plus \$100 per lot in excess of 4 lots
Main Distribution		\$0.25 per foot

Each and every request for engineering design services and each and every alteration to all initial requests for engineering design services will be considered as an individual request and, therefore, subject to a fee assessment as set forth herein above.

- B. All fees assessed will be paid to SSVEC by the customer or prospective customer as up front monies prior to SSVEC engaging in engineering design estimates as requested by the customer or prospective customer.
- C. When the customer or prospective customer enters into a line extension agreement with SSVEC for service, monies received by SSVEC for the engineering design estimates of that service will be applied to the cost of construction. All monies collected by SSVEC for engineering design estimates that were not for the service design included in the line extension agreement will be retained by SSVEC.
- D. Engineering design estimates shall be valid for 180 days from the date of issuance. If the customer or prospective customer does not enter into a line extension agreement with SSVEC for service within this 90 day period, then thereafter, a new request for engineering design services shall be initiated and subject to a fee assessment as set forth herein, above. Monies collected by SSVEC for the original engineering design estimates will be retained by SSVEC.

4.12 OWNERSHIP

SSVEC shall own all materials, equipment, and structures that it furnishes and installs. Lines and other service facilities for which the customer pays a deposit or an aid to construction shall be owned by SSVEC. Equipment, materials or facilities furnished to SSVEC specifications by the customer for its use shall be owned by SSVEC customer. Transformers and facilities owned by the customer for service provided under Schedules SP and P for abnormal loads shall be owned by the customer.

4.13 RESPONSIBILITY OF THE CUSTOMER

The customer shall be given one engineering survey with engineering design services provided by SSVEC (See Section 4.11). The cost of any engineering survey performed as the result of changes requested by the customer after completion of an initial survey may be billed to the customer at SSVEC's current rates for labor, transportation, equipment and materials. The customer shall be expected to use any and all service facilities extended, or reimburse SSVEC for the cost of service facilities, plus the cost of their removal, with credit given for salvage, if any. The customer shall notify SSVEC immediately of outages and hazardous conditions which require prompt attention.

- A. PROVIDE DEVELOPMENT PLANS, LEGAL DESCRIPTIONS AND SURVEY CORNERS. The customer shall provide accurate plans of their proposed development. The customer shall provide a valid written legal description from

their property deed. The customer shall locate and mark any legal survey corners required by SSVEC. SSVEC field technicians will stake the route of the proposed line extension and related facilities to serve the customer's development in relation to the customer's legal property corners. SSVEC shall stake the line extension once without charge. The cost of any engineering field or office work performed as the result of changes requested by the customer after completion of an initial engineering staking shall be billed to the customer at SSVEC's current rates for labor, transportation, equipment and materials.

- B. USE SERVICE PROVIDED. The customer shall be expected to permanently use (See Section 4.30) any and all service facilities extended, or reimburse SSVEC for the cost of service facilities, plus the cost of their removal, with credit given for salvage, if any.
- C. OUTAGE AND HAZARD NOTIFICATION. The customer shall notify SSVEC immediately of outages and hazardous conditions which require prompt attention.
- D. PROVIDE RIGHT-OF-WAY. All easements or right-of-way required by SSVEC for the extension, or any part thereof, on the customer's premises, other private property or public land shall be furnished without cost to SSVEC. Developers shall be required to provide SSVEC with a subdivision plan on Mylar film as recorded and approved by the county or municipality having jurisdiction. As a convenience, SSVEC may choose to process easement or right-of-way documents using the legal description provided by the customer.
- E. PROVIDE TRENCH FOR UNDERGROUND. The customer shall provide trenching, select back fill where required, backfilling, compaction and all concrete work to the specifications of SSVEC and any local codes for underground primary or secondary line extensions at the customer's expense.

4.14 EXTENSION CONSTRUCTION CREDIT

Subject to the availability of adequate capacity and suitable character of service at the point of beginning for an extension, SSVEC shall extend its facilities without charge on the following basis:

- A. DISTRIBUTION LINE EXTENSIONS FOR RESIDENTIAL SERVICE.
 - 1. Any permanent customer(s) (see Section 4.30) eligible for residential service (Schedule R), where the property to be served is not within a subdivision, shall be eligible for a construction credit of not more than \$1750 towards the construction costs of an overhead or underground, single phase or three phase primary voltage distribution line extension and secondary service line extension to one (1) metered delivery point per permanent customer. For a line to be installed underground, the underground shall cover a reasonable area, as determined by SSVEC,

which will allow orderly, once only, construction with design toward a loop-feed system. The SSVEC Engineering Department will determine what constitutes a reasonable conversion area.

2. Additional single phase or three phase metered delivery points for one permanent customer shall not be eligible for construction credit towards the construction costs of a primary voltage distribution line extension or secondary service line extension.

B. DISTRIBUTION LINE EXTENSIONS FOR GENERAL SERVICE.

Any permanent customer(s) (see Section 4.30) eligible for general service (Schedule GS), except for water pumping, shall be eligible for a construction credit of not more than \$1400 towards the construction costs of an overhead or underground, at the sole discretion of SSVEC, single phase or three phase primary voltage distribution line extension and secondary service line extension to one (1) metered delivery point per permanent customer.

For both single phase and three phase underground extensions, SSVEC may provide, at the customer's expense, or require the customer(s) to provide at the customer's expense all necessary trenching and select backfill where required, to the specifications of SSVEC and other local codes. SSVEC reserves the right to reject any request for underground extensions in areas not covered by Title 14, R14-2-207E if its effect would be to create an irregular pattern of mixed construction modes or encumber the efficiency of future repair and maintenance operations.

SSVEC may determine that the service extension will be less costly to SSVEC if the customer is served by underground service conductors instead of overhead service conductors. SSVEC may at its sole discretion provide trenching, select backfill or conduit where required when SSVEC determines that its total costs will be less for an underground service than it would be for an overhead service.

C. MOBILE HOMES.

A customer who resides in a mobile home shall not be considered permanent and eligible for construction credit towards the construction costs on an extension unless:

1. The customer requesting service owns the parcel on which service is required.
2. Water service is available on the parcel from a well with pump, lines are extended from a reliable community water system, or other permanently installed water storage and distribution system of sufficient capacity,

which in the opinion of SSVEC is adequate to assure continued permanent occupancy of the site.

3. Sewage service is available to the lot by means of a septic tank or other local jurisdiction approved septic system or connection is made to a central sewage system.
4. The mobile home is placed on blocks with wheels removed.
5. The dimensions of the mobile home are at least eight feet (8') by forty feet (40').

The permanency of any customer residing in a mobile home not meeting these requirements shall be classified as being "doubtful ". Recreational vehicle type travel trailers or motor homes are not considered permanent.

D. EXTENSIONS FOR WATER PUMPING.

DISTRIBUTION LINE EXTENSIONS FOR WATER PUMPING

Any permanent customer(s) (see Section 4.30) eligible for general service (Schedule GS), for water pumping, shall be eligible for a construction credit of not more than \$1050 towards the construction costs of an overhead or underground, at the sole discretion of SSVEC, single phase or three phase primary voltage distribution line extension and secondary service line extension.

Easements shall be furnished by the customer at no cost to SSVEC. Any underground extensions, for this rate class will be at the sole discretion of SSVEC, if underground is installed, the customer shall provide all necessary trenching, select backfill where required, backfilling, compaction and all concrete work to the specifications of SSVEC and other local codes, at the customer's expense. Before an extension is constructed to a well, evidence shall be provided by the customer that documents that the well is capable of producing an adequate quality and quantity of water for the intended purpose.

E. POWER, IRRIGATION AND SEASONAL POWER EXTENSION.

Power, Irrigation and Seasonal Power customers (Schedules P, all irrigation tariffs and SP) shall be permitted three phase or single phase extensions in accordance with the terms of a contract between SSVEC and the customer guaranteeing economic feasibility.

F. STREET LIGHT EXTENSIONS.**1. Standard SSVEC Installations**

- a) Street light customers or developers (Rate Schedule S) shall be allowed a construction credit of \$200 towards one (1) unguyed span of secondary voltage conductor not to exceed 300 feet. This requirement applies to both overhead and underground line extensions for standard SSVEC street lighting facilities. Easements shall be furnished by the customer at no cost to SSVEC.
- b) The customer shall provide trenching, select backfill where required, backfilling, compaction and all concrete work to the specifications of SSVEC, the NEC, NESC, City, County and/or State Codes for any underground primary or secondary line extensions, at the customer's expense.

2. Nonstandard Installations

- a) Street light customer(s) or developers requesting a nonstandard or special type of street lighting facility may do so, but will be responsible for the acquisition, installation and maintenance of all such lighting facilities, including the secondary conductors beyond the metering point.
- b) A contribution in aid to construction, not subject to refund, may be collected for primary distribution extensions to nonstandard or special type of lighting facility installations.

3. General

- a) All costs for backfilling, compaction, concrete and asphalt work for driveways, sidewalks and roadwork associated with street light maintenance shall be the responsibility of the customer or developer.
- b) Easements shall be furnished by the customer at no cost to SSVEC.

G. SECURITY LIGHT EXTENSIONS.

Free extensions to security light customers (Rate Schedule SL) shall be restricted to the amounts allowed in SSVEC's approved tariff. This restriction applies to both underground and overhead service extensions to security lights. Security lights shall be mounted only on poles or other equipment owned by SSVEC. Easements, when requested, shall be furnished by the customer at no cost to SSVEC. SSVEC may provide, at the customer's expense, or require the customer to provide trenching, select backfill where required, back filling, compaction and

all concrete work to the specifications of SSVEC and other local codes. Installed costs in excess of the maximum amount allowed above shall require an additional payment in aid to construction from the customer and an increased monthly charge to cover the additional fixed costs.

H. RIGHTS-OF-WAY EASEMENTS.

All easements or right-of-way required by SSVEC for the extension, or any part thereof, on the customer's premises or other private property shall be furnished without cost to SSVEC. Developers shall be required to provide SSVEC with a subdivision plan (on Mylar film) as recorded and approved by the county or municipality having jurisdiction. As a convenience to individuals, SSVEC may choose to process easement or right-of-way documents. The customer shall provide proof of ownership and an acceptable property description to SSVEC from a deed or other legal document.

I. LINE EXTENSION MEASUREMENT.

Construction without charge to the customer shall be permitted only along the shortest practical route to the nearest practical point of delivery on each customer's premises as determined by SSVEC. This measurement shall include primary and secondary lines, service drops and service laterals.

4.15 EXTENSIONS BEYOND THE CONSTRUCTION CREDIT ALLOWED

If the customer is required to pay for a portion of their facilities after consideration of the construction credit as provided in Section 4.14, SSVEC may evaluate the customer's request on an economic study basis. For extensions of \$20,000 or more in excess of the amount allowable as a construction credit and extension that do not show economic feasibility, SSVEC may, at its option and after special study, extend its facilities provided that the customer(s) shall sign an extension agreement that provides for payment of a contribution in aid-of-construction and/or an additional service availability charge as is necessary to make the extension economically feasible.

4.16 POWER, IRRIGATION AND SEASONAL POWER EXTENSIONS

A contribution in aid of construction for provision of electric service is required for all extensions other than those provided for in Section 4.14 and 4.15 if the estimated annual revenue from the customer, excluding purchased power cost, is less than the revenue requirement associated with the SSVEC's system and direct investment costs of providing service to Customer. The amount of the customer's contribution in aid of construction for all other extensions shall be determined by the following formula. If the amount calculated below is zero or negative, no contribution in aid of construction is required for provision of electric service.

SSVEC's Allowable Investment = Annual Revenue / Return Factor

Total Project Cost = Direct Cost + System Cost

Customer's Contribution = Total Project Cost – SSVEC's Allowable Investment

Where: Direct Cost =	The cost of distribution or transmission facilities necessary to provide electric service to the Customer, determined by estimating all necessary expenditures, including, but not limited to overhead distribution facilities, metering and rearrangement of existing electrical facilities. This cost includes only the cost of the above-mentioned facilities that are necessary to provide service to the particular customer requesting service and does not include the costs of facilities necessary to meet future anticipated load growth, or to improve the service reliability in the general area for the benefit of existing and future customers.
System Cost =	SSVEC's average allocated investment costs and rate base items associated with transmission backbone facilities, distribution substation facilities and distribution backbone facilities as determined from SSVEC's most recent cost of service.
Annual Revenue =	Annual revenue from the Customer computed using estimated billing units less the estimated annual cost of purchased power.
Return Factor =	The fixed charge rate, including O&M, Depreciation, Taxes and a return on investment, necessary to convert an annual revenue stream to the total revenue associated with the life of the project.

SSVEC may require the payment of up to 1/3 of the total required customer contribution before beginning construction. Upon the satisfactory establishment of credit, the consumer may enter a five (5) year contract with SSVEC for the payment of the unpaid portion of the customer's contribution in aid of construction. Such payment shall be added to the monthly bill of the Customer and does not include the use of any energy. All amounts paid to the Cooperative for construction shall be non-refundable unless otherwise specifically stated.

Easements shall be furnished by the customer at no cost to SSVEC. Any underground extensions, for this rate class will be at the sole discretion of SSVEC, if underground is installed, the customer shall provide all necessary trenching and select backfill where required, backfilling, compaction and all concrete work to the specifications of SSVEC and other local codes, at the customer's expense. Before an extension is constructed to a well, evidence shall be provided by the customer that documents that the well is capable of producing an adequate quality and quantity of water for the intended purpose.

4.17 CONTRIBUTIONS IN AID-TO-CONSTRUCTION AND SERVICE AVAILABILITY CHARGES

All extension agreements shall be signed and all applicable contributions in aid-to-construction shall be paid to SSVEC prior to construction. All construction deposits and contributions in aid-to-construction shall be non-interest bearing.

A. CONTRIBUTIONS IN AID-TO-CONSTRUCTION.

SSVEC requires payment of all the extension in excess of the established construction credit to be paid as a contribution in aid-to-construction prior to the start of construction. Customer contributions collected under the terms of Extensions Beyond the Construction Credit Allowed are not subject to refund. In addition, for extensions of \$20,000 or greater in excess of the amount allowable as a construction credit and extensions that do not show economic feasibility, a service availability charge for a period not to exceed 25 years equal to 0.62% per month (7.5% per year) times the cost of construction in excess of the established construction credit will be required. When SSVEC's periodic survey determines that additional customers are connected to the extension and are so located that, had they been there at the time the extension was made, the amount of the contribution in aid to construction would have been reduced or eliminated, then an adjustment to the service availability charge shall be made. Money collected as "Service Availability" charges is not subject to refund.

B. OPTIONAL COMBINATION CHARGES.

SSVEC may elect to use any combination of service availability charge, contribution in aid-to-construction, bond, or incentive payment to the customer in order to establish economic feasibility of any extension.

4.18 RESERVED FOR FUTURE ADDITIONS

(Reference Section 4.23)

4.20 SUBDIVISION DEVELOPMENT

The following rules and procedures are established to eliminate many of the common problems associated with the complex task of developing a new subdivision. "Subdivision" is as defined by the applicable planning and zoning ordinances.

4.21 LINE EXTENSION TO SUBDIVISIONS

- A. The subdivider shall submit a complete set of improvement plans as required and approved by the appropriate planning and zoning commission and engineer.
- B. The subdivider shall submit a Mylar copy of the recorded final plat. A CADD diskette of the final plat shall be provided for preliminary electrical design.
- C. Copies of the plans of all utilities to be installed shall be submitted and coordinated to eliminate conflicts of location.
- D. Adequate easements for lines for the full potential load shall be provided. Easements for locating special equipment away from rights-of-way and hazardous locations may also be required.

4.22 INSTALLATION PROCEDURES FOR SUBDIVISIONS.

- A. Underground facilities are required by State regulations and SSVEC in subdivisions and mobile home parks with lots of one (1) acre or less, recreational parks, airports, and other areas where overhead lines are unacceptable.
- B. The developer shall be responsible for and provide accurately located survey markers and offset stakes to facilitate SSVEC's staking of electrical facility locations. The developer shall keep easements and roads free of debris and obstacles during the staking phase in order to avoid unnecessary delays in the project.
- C. SSVEC, at the developer's expense, or the developer shall supply all necessary trenching, select backfill where requested, back filling, compaction and concrete work, paving and re-paving, to SSVEC's specifications pursuant to the installation of the electrical equipment and lines. The developer shall obtain all permits required for construction and trenching in public rights-of-way. All necessary occupancy permits shall be provided to SSVEC before permanent service is connected.
- D. All terrain where underground cable and equipment is to be installed shall be within six inches (6") of final grade prior to excavation of the trench. Certification of established grades by a registered professional engineer or licensed land surveyor shall be required by SSVEC for the entire length and width of the proposed service route prior to construction..
- E. Installation of water, sewer lines, and storm drains prior to excavation of the trench for electric lines is advisable and may be required by SSVEC.
- F. The developer shall keep all easements and roads free of debris and obstacles during the construction period in order to avoid unnecessary delays in construction.
- G. Any costs resulting from damages to SSVEC facilities caused by contractors and/or crews working for the developer, including changes in grade or dig-ins, shall be paid for by the developer. When excavating around SSVEC underground facilities, hand digging shall be utilized.

4.23 RESIDENTIAL SUBDIVISION CONTRIBUTIONS IN AID-TO-CONSTRUCTION, DEPOSIT AND REFUND

- A. CONTRIBUTIONS IN AID TO CONSTRUCTION
 - 1. For distribution facilities within a subdivision exceeding an average cost of \$1750 per lot, a nonrefundable contribution in aid to construction amount equal to that portion of the total construction cost in excess of \$1750 per lot average shall be paid to SSVEC by the customer.
 - 2. For distribution extensions from existing SSVEC facilities to a duly recorded

subdivision, but located outside the subdivision boundary, a nonrefundable contribution in aid to construction amount equal to that portion of the total construction cost shall be paid to SSVEC by the customer.

- B. The following policy is established to provide reasonable security for SSVEC's investment and minimize its financial burden where the customer's request for service extension is speculative in nature. SSVEC shall be the sole judge as to the applicability of paragraph 4.23a. or 4.23b. to the developer requesting service.
1. When extension of underground service is desired to a subdivision where the prospects of a substantial number of permanent customers is not imminent (one year or less), the developer shall post a bond or place a cash deposit with SSVEC covering the total cost of the installed facilities, excluding transformers. This deposit shall be refunded for each customer placed in service in a permanent manner within three years after the facilities have been installed. The amount refunded per customer will be based upon SSVEC's standard construction credit for underground primary line, excluding trenching and backfilling, at the time the deposit is placed with SSVEC. The exact amount to be refunded per customer will be a part of the extension agreement between the developer and SSVEC. Any money which has not been refunded at the end of three years shall be forfeited to SSVEC unless the developer agrees to prepay an additional annual service availability charge equal to 10% per year of the remaining deposit to cover SSVEC's annual fixed cost of the idle facilities. If the developer agrees to prepay a service availability charge during the fourth and fifth years, the deposit will continue to be subject to refunds upon the same conditions previously outlined. Any money not refunded at the end of five years after construction is completed shall be forfeited to SSVEC and additional service availability charge terminated. SSVEC at that time reserves the right to retire any unused facilities at its sole discretion.
 2. When extension of underground service is desired to an area of the subdivision where the prospect of home construction and permanent customers is imminent (within one year after service is available), the developer shall provide a bond or other suitable guaranty to SSVEC guaranteeing payment of an annual service availability charge, should adequate permanent customers fail to materialize for any reason within the initial one year period. The annual service availability charge shall be derived by taking the total cost of construction, including the cost of installed transformers, and subtracting the average investment distribution cost as shown on SSVEC's books as of December 31st of the previous year period and multiplying the difference, if any, by 19%. The annual service availability charge will be recalculated each year until such time as the average investment cost credit per customer equals or exceeds the construction costs. Should the developer fail to provide SSVEC with a satisfactory bond or guaranty outlined above, then the provisions of paragraph 4.23a. will apply.

3. The sum of all refunds shall in no case exceed the amount advanced by the developer. Interest is not payable on money paid to SSVEC as extension advances or aid-to-construction for extension purposes. SSVEC reserves the right to withhold refunds from any customer whose account is delinquent and to apply these refundable amounts to past due service bills.

4.24 SUBDIVISION ABANDONMENT

If the subdivision, or any portion of the subdivision, fails to develop any permanent customers within a period of five (5) years from the date construction was completed, SSVEC may thereafter elect to remove or abandon its unused facilities unless the subdivider shall pay an annual service availability charge of 10% per year of the value of the unused facilities where the developer has supplied the construction capital.

4.25 MOBILE HOME PARK DEVELOPMENT

- A. SSVEC shall refuse service to all new and/or expanding permanent residential mobile home parks unless the spaces are individually metered by SSVEC. Line extensions and service connections shall be governed by SSVEC's approved rate schedules and conditions of service and terms of extension agreed upon in a line extension contract.

Permanent residential mobile home parks for the purpose of this rule shall mean mobile home parks where, in the opinion of SSVEC, the average length of stay for an occupant is a minimum of six months.

For the purpose of this rule, expanding means the acquisition of additional real property for permanent residential spaces in excess of that existing at the effective date of this rule.

- B. All facilities within the park shall be installed underground. The owner shall be responsible for complying with the same rules and conditions for line extension into subdivisions contained within Sections 4.20, 4.21, 4.22, 4.23 and 4.24.
- C. The park owner shall advance to SSVEC the total cost of the facilities to be installed, or post a bond, excluding the cost of transformers. The amount advanced by the owner shall be subject to refund based upon the average number of spaces occupied and receiving service. The amount refunded per customer will be based upon SSVEC's standard free distance for underground primary line, excluding trenching and backfilling, at the time the deposit is placed with SSVEC. The exact amount to be refunded per customer will be a part of the extension agreement between the developer and SSVEC. Refunds shall be made one year after electrical service is initially available with prorated refunds made on the monthly basis for spaces occupied less than 12 months.

Additional refunds will be made at the end of the second and third year on the same basis for any additional increases in the average number of spaces occupied. Any

money which has not been refunded at the end of three years shall be forfeited to SSVEC.

- D. In addition to the foregoing deposit, the Owner shall guarantee an Annual Service Availability Charge equal to 10% of the cost of the installed facilities. This amount will be reduced by all revenues derived from the sale of electricity excluding wholesale power fuel adjustment and taxes received by SSVEC for sales made within the park.

4.26 RESIDENTIAL APARTMENT COMPLEXES, CONDOMINIUMS, AND OTHER MULTI-UNIT RESIDENTIAL BUILDINGS

Master metering shall not be allowed for new construction of apartment complexes and condominiums unless deemed feasible by SSVEC, at the sole discretion of SSVEC.

4.27 RECREATIONAL PARK (RV) DEVELOPMENT

RV parks will be considered similar to other commercial development. They will typically be mastered metered.

4.30 DOUBTFUL PERMANENCY

When in SSVEC's opinion the permanent nature of the customer's requirement for electric service is doubtful, the customer shall be required to enter into a contract with SSVEC and shall advance the entire cost of construction, including the transformers and associated structures. The contract shall include provisions for refund upon proof of permanency to the satisfaction of SSVEC.

SSVEC's opinion regarding permanency shall be based on the following criteria:

- A. The customer who requests service owns the lot on which service is required.
- B. A substantial investment has been made in improvements on the parcel to increase the probability that electric power will be used on a long-term basis. e.g. For a residence, footings would be expected to be poured and work actively proceeding on completion of an adequate dwelling.
- C. Evidence is produced that the proper permits have been acquired from the local jurisdiction.
- D. Water service is available on the parcel by means of an individual well with pump, lines have been extended from a reliable community water system or other permanently installed water storage and distribution system of sufficient capacity, which in the opinion of SSVEC is adequate to assure continued permanent occupancy of the site.

- E. Sewage service is available on the parcel by means of a septic tank or other local jurisdiction approved septic system or connection is made to a central sewage system.
- F. The permanency of extensions to mining or other material retrieval processes shall be considered doubtful.

4.40 TEMPORARY SERVICE

SSVEC shall require the total cost of providing service, plus the cost of removal to be paid as a nonrefundable contribution in aid-to-construction prior to the establishment of service.

In all cases, application for temporary service shall comply with all the rules, regulations and specifications that apply to permanent service.

When the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service.

When the duration of service is to exceed one month, the applicant will also be required to meet the deposit requirements of SSVEC.

If at any time during the term of the agreement for service, the character of a temporary customer's operations changes so that in the opinion of SSVEC, the customer is classified as permanent, the terms of SSVEC's line extension rules shall apply.

4.50 NONSTANDARD SERVICES

Services at voltages, currents, phases, frequency, or grounding arrangement other than those specified in Sections 3.00-3.14 of this policy are "nonstandard".

4.51 METERING

The customer shall pay the cost of nonstandard metering facilities and shall provide, own, and maintain the supports and accessories to the metering. SSVEC shall own, install, and maintain the metering instruments.

4.52 PROTECTIVE EQUIPMENT

The customer shall buy, own, and maintain such protective equipment as SSVEC deems necessary to assure isolation of the service from SSVEC's system due to abnormal load or fault conditions in the service.

4.60 CONVERSION OF OVERHEAD LINE TO UNDERGROUND

Reference ARS #40-342, entitled "Petitions of Owners for Cost Study Establishing an Underground Conversion Service Area". When requested, overhead lines shall be converted to underground service for individual customers or groups of customers based upon the following conditions:

- A. The customer(s) shall provide all easements necessary, if any, at no cost to SSVEC.
- B. The customer(s) shall provide all trenching, select backfill where required, backfilling, compaction and all concrete work according to the specifications of SSVEC and local codes and shall perform all street, curb and sidewalk repairs at the customer's expense.
- C. The customer(s) shall pay SSVEC, prior to the start of construction, a nonrefundable contribution in aid-to-construction equal to the estimated cost of the underground facilities, less credit for salvage of the existing overhead line at present value, if any, plus retirement cost.
- D. The customer(s) shall sign any additional agreements as required.
- E. The area to be converted from overhead to underground shall cover a reasonable area which will allow orderly, once only, construction with design toward a loop-feed system. The SSVEC Engineering Department shall determine what constitutes a reasonable conversion area.
- F. Nothing herein shall be construed to prevent SSVEC from converting selected overhead distribution areas to underground areas when, in the sole judgement of SSVEC, such conversion is necessary or desirable and economically feasible. In such cases, the total cost of the conversion shall be borne by SSVEC.
- G. The customer(s) shall be responsible for securing the agreement of all customers involved in the conversion. SSVEC shall not be responsible for any modifications required in the customer(s)' service entrance in the said conversion area.

4.70 RELOCATION OF SSVEC's FACILITIES

When SSVEC is requested to relocate its facilities for the benefit and/or convenience of a customer, the customer shall reimburse SSVEC for the total cost of the work to be performed prior to the start of construction, plus the cost of any unexpired service life of the property removed, except when said relocation is in the best interest of SSVEC, because of safety, convenience or increased revenue. This will be at the sole discretion of SSVEC.

4.80 HAZARDOUS CONDITIONS - SERVICE

Whenever in the opinion of SSVEC a hazardous condition exists of which SSVEC has actual knowledge, or a hazardous condition may occur or be created, SSVEC may take any appropriate action (including temporary suspension of service) and further may submit a bill to the appropriate party or parties.

EXHIBIT A. SSVEC'S BUDGET AND LEVELIZED BILLING PLANS

Budgeting your electric bill is easy with either SSVEC's Budget Billing or Levelized Billing Plan. These are interest-free bill payment plans offered to commercial and residential customers who have established and maintained a satisfactory credit record with SSVEC. You may select the program which best fits your lifestyle and your bill payment needs.

Budget Billing offers equal monthly installments based on 12 consecutive months of estimated total charges. Estimates made by SSVEC do not guarantee that actual charges will not exceed the Budget Billing payment amount. The Budget-Billing plan enables you to know exactly how much your electric bill payment will be each month. This payment plan can help you manage seasonal fluctuations in your electric bill. You will still receive an itemized statement of your account, but each month you pay only the Budget Billing amount. Customers using SSVEC's SurePay program, for automatic bill paying through their financial institutions, will find this fixed payment plan especially useful.

The plan will have a payment catch up time, each year, on the anniversary date of initiation. At that time any credit amounts shall be refunded or debit amounts due and payable.

Levelized Billing automatically recalculates your electric bill each month based on current usage and your most recent three-month's usage history. This means your bill will be different from one month to the next. Levelized billing helps equalize your electric bills where there are seasonal or other types of usage changes that cause large fluctuations in your bills. You will still receive an itemized statement of your account, but each month you pay only the Levelized Billing amount.

There is no catch up time for Levelized billing. Any debit or credit amounts are automatically figured into your new Levelized billing amount.

What if Budget or Levelized Billing isn't for you? You can drop either Budget or Levelized Billing at any time by contacting any SSVEC office. At that time, any balance will be due or a credit balance will be refunded, according to SSVEC's refund policy.

Budget and Levelized Billing works for you only if the full payment amount is paid each month. The Budget or Levelized billing plan will automatically be canceled when one scheduled payment becomes delinquent or if established payments are not paid in full.

Yes, I'm interested in signing up for:

_____ **Budget Billing Plan**

_____ **Levelized Billing Plan**

Name _____

Account No. _____

Billing Address _____

Estimated Payment Amount _____

ADMINISTRATIVELY
APPROVED FOR FILING

ORIGINAL

EXHIBIT B. SUREPAY

Sulphur Springs Valley Electric Cooperative, Inc. PO Box 820 Willcox, AZ 85844		BANK DRAFT AUTHORIZATION Automatic Bill Payment Service (ACH Debit)		ATTACH A VOID CHECK OR A COPY OF A CHECK	
I authorize Sulphur Springs Valley Electric Cooperative, Inc. (SSVEC) to set up a Bank Draft Automatic Bill Payment Service for me and to initiate electronic fund transfers (ACH debits or credits) to pay the electric bills for the customer named below. I also authorize the financial institution named below to accept the ACH transfers and charge my account to pay the SSVEC electric bills or to credit my account if it is necessary to make corrections.					
SSVEC ACCOUNT NUMBER		CUSTOMER NAME:			
HOME PHONE		PAYOR NAME (if different from customer):			
WORK PHONE		SERVICE ADDRESS:			
BANK ACCOUNT NUMBER		CITY:		STATE:	
BANK NAME		<input type="checkbox"/> CHECKING		<input type="checkbox"/> SAVINGS	
CITY - STATE - BRANCH		ZIP:			
BANK ROUTING NUMBER		BANNER BANK CODE		DATE	
CUSTOMER SIGNATURE		DATE			

BANK DRAFT TERMS & CONDITIONS Automatic Bill Payment Service (ACH Debit)
TERMS OF PAYMENT Your bank account will be charged on the due date appearing on the bill, or the next ACH transmission date after the due date (ACH transactions are submitted once a week). You can stop any automatic payment by contacting your financial institution at least 3 business days prior to the due date of the bill. Stop payment activity may be subject to a charge by your financial institution.
PROOF OF PAYMENT Your financial institution will provide a statement showing the amount of your Bank Draft. This statement is proof of payment on your electric bill.
PAYMENTS RETURNED TO SSVEC If your financial institution returns a Bank Draft due to insufficient funds, the returned payment will be subject established SSVEC returned check charges.
BUDGET/LEVELIZED BILLING If you have enrolled in a Budget or Levelized Billing program, the Budget/Levelized amount will be deducted from your account, not the actual usage charges.
GENERAL The first bill on Bank Draft will be a pre-note to validate your account information. You will need to pay that bill. Once the account has been pre-noted successfully, your next bill will be drafted from your financial institution. AUTOMATIC PAYMENT will appear in the ENTER AMOUNT PAID field on the payment stub portion of your bill. If you have any questions or need further assistance, notify your local SSVEC office.

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EXHIBIT B. SUREPAY

ADMINISTRATIVELY
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ORIGINAL**EXHIBIT C****EARLY PAYMENT PLAN AGREEMENT****PARTIES:**

Sulphur Springs Valley Electric Cooperative, Inc., hereinafter referred to as "SSVEC", and

NAME _____ ACCT. NO. _____

SERVICE ADDRESS _____

METER NO. _____ LOCATION NO. _____ DISTRICT _____

BILLING ADDRESS _____

hereinafter referred to as the "Customer".

I, the undersigned, do hereby request and agree to the terms of the Early Payment Plan for the purpose of maintaining my account for residential electric service on a current basis and in good standing during the extended period of absence specified below, but not to exceed three (3) months.

The Customer acknowledges that prepayment of the estimated charges for each full thirty (30) day period of absence shall not subject the consumer to SSVEC's Collection Policy and Service Termination Policy regarding nonpayment of a delinquent account during the term of this agreement, regardless of whether actual charges subsequently exceed prepayments. However, this agreement shall constitute no waiver of SSVEC's Collection Policy regarding delinquent accounts before the term of this agree, or regarding worthless checks.

The Customer also understands that any amounts owed when this agreement expires shall be paid no later than the past due date for the regular billing period next following.

SSVEC shall not pay interest on any amounts prepaid by the Customer, and shall carry forward any overpayments as a credit balance on the Customer's account.

The estimated charges for the periods of my absence are as follows:

First 30-day period	\$ _____
Second 30-day period	\$ _____
Third 30-day period	\$ _____

The term of this agreement is from _____ through _____.

SSVEC Representative

Customer

Date

Date

ADMINISTRATIVELY APPROVED FOR FILING

EXHIBIT D. GENERAL SPECIFICATION (0-3000 amperes / 0-600 volts)

**SULPHUR SPRINGS VALLEY ELECTRIC COOPERATIVE
SERVICE ENTRANCE REQUIREMENTS
GENERAL SPECIFICATION
0 THROUGH 3000 AMPERES
0 TO 600 VOLTS**

1. **SCOPE OF SPECIFICATION:** This specification shall apply to all service entrances 0 through 3000 amperes inclusive, 0 to 600 volts. This general specification is not complete in itself. A complete service entrance specification shall consist of this General Specification Exhibit D along with an Exhibit E, F, G, or H that applies to a specific size and type of service.
2. **GENERAL:** The customer or contractor should consult qualified SSVEC personnel before starting work on any service entrance, to determine which specification applies, type of service available, permissible service entrance location, etc. The SSVEC Engineering Service Representatives in Willcox and Sierra Vista are qualified to answer questions regarding service entrances.

When an inspection certificate is required by local authority, SSVEC will not connect the service entrance until an inspection certificate is obtained.

3. **INTENT OF SPECIFICATION:** SSVEC's intent in issuing this specification is to require the design, materials and workmanship of all service entrances to meet or exceed the requirements of the latest editions of the National Electrical Code (NEC) and the National Electrical Safety Code (NESC). Any item not specifically mentioned shall meet or exceed the requirements of these two codes.

SSVEC is a member of the Electric Utility Service Equipment Requirements Committee (EUSERC). The standards for equipment design established by this group of utilities are the basis of SSVEC's requirements. Equipment shall be listed by a nationally recognized testing laboratory (e.g. UL) and shall be so labeled.

4. **VARIANCE FROM SPECIFICATIONS:** No service entrance shall be connected that does not comply with all provisions of applicable specifications unless **permission for variance is granted in writing by authorized SSVEC personnel**. The Line Extension Supervisor and Manager of Operations/Engineering have this authorization.
5. **SERVICE ENTRANCE AND METER LOCATION:** Service entrances shall be installed in an outside location approved by SSVEC. Meters should face an approved direction in which they can be read safely with binoculars from a vehicle, preferably a dedicated public road, street or alley. Service entrances shall not be installed under carports or open porches or similar places subject to future enclosure nor shall they be enclosed or obstructed later. Service entrances enclosed or obstructed after service

connection so that the meters cannot be read in the normal manner, shall be re-established in an outside location approved by SSVEC, or such obstruction shall be removed. Failure to comply with this rule, within a reasonable time after notification by SSVEC, shall be grounds for service disconnection.

Buildings being fed from the front shall have meters mounted on the front wall facing the street, or on the side wall within six feet of the front wall of the building. Meters on the side of the building shall not be placed behind a fence or any obstacle which will prevent SSVEC personnel from having free access to the meter. At the customer's option, an approved EUSERC meter pedestal, if it is appropriate for the size of service needed, on the lot line at the street is acceptable. Contact SSVEC Service Engineering Representatives in Willcox or Sierra Vista for complete specifications.

6. **CLEARANCES:** Vertical clearance of conductors above ground shall be in compliance with NESC Table 232-1 and NEC Article 230-24 which is referenced here. Service drop conductors shall not be readily accessible and shall comply with (a) through (d) below for services not over 600 volts nominal.

- a. **Above Roofs.** NEC 230-24 (a). Conductors shall have a vertical clearance of not less than 8 feet above the roof surface.

Exception No. 1: The area above a roof surface subject to pedestrian or vehicular traffic shall have a vertical clearance from the roof surface in accordance with the clearance requirements of NEC Section 230-24(b) (see below).

Exception No. 2: Where the voltage between conductors does not exceed 300 and the roof has a slope of not less than 4 inches in 12 inches, a reduction in clearance to 3 feet shall be permitted.

Exception No. 3: Where the voltage between conductors does not exceed 300, a reduction in clearance above only the overhanging portion of the roof to not less than 18 inches shall be permitted if, (1) not more than 6 feet of service-drop conductors, 4 feet horizontally, pass above the roof overhang, and (2) they are terminated at a through-the-roof raceway or approved support.

Exception No. 4: The requirement for maintaining the vertical clearance 3 feet from the edge of the roof shall not apply to the final conductor span where the service drop is attached to the side of a building.

- b. **Vertical Clearance from Ground.** NEC 230-24(b). Service-drop conductors where not in excess of 600 volts, nominal, shall have the following minimum clearance from final grade:

Ten (10) feet at the electric service entrance to buildings, or at the drip loop of the building electric entrance, or above areas or sidewalks accessible only to pedestrians, measured from final grade or other accessible surface only for

service-drop cables supported on and cabled together with a grounded bare messenger and limited to 150 volts to ground.

Twelve (12) feet over residential property and driveways, and those commercial areas not subject to truck traffic where the voltage is limited to 300 volts to ground.

Fifteen (15) feet for those areas listed in the 12-foot classification where the voltage exceeds 300 volts to ground.

Eighteen (18) feet over public streets, alleys, roads, parking areas subject to truck traffic, driveways on other than residential property, and other land traversed by vehicles such as cultivated, grazing, forest and orchard.

- c. **Clearance from Building Openings.** NEC Article 230-9. Service conductors shall have a clearance of not less than 3 feet from windows, that are designed to be opened, doors, porches, fire escapes or similar locations.

Exception: Conductors run above the top level of a window shall be permitted to be less than the 3 feet requirement above.

- d. **Clearance from Swimming Pools:** Service conductor clearance over or close to swimming pools shall comply with NEC Article 680-8. and other appropriate sections of the National Electrical Code. The customer or contractor may contact qualified Engineering Department personnel for advice on clearances from swimming pools.

7. **SERVICE ENTRANCE CONDUCTORS:**

General. No conductor larger than 1000 kcmil, no more than four conductors per phase and no conduit larger than six inch trade size shall be used. For services requiring larger conductor or conduit, approved bus duct shall be used.

The customer or contractor shall not reroute any metered conductor through the meter socket enclosure, metering compartment, raceways or other security sealed areas.

Because of high ambient temperatures likely to be encountered in outdoor service entrances, no conductor with insulation rated lower than 75 degrees C. shall be used. All service entrance conductors shall be stranded. Manufactured service entrance equipment shall be listed by a nationally recognized testing laboratory and the factory installed conductors shall be accepted at nameplate rating of the unit.

Service entrance conductor ampacity shall be determined from Table 310-16 of the latest edition of the NEC.

Overhead Service Conductors. Service entrance conductors for overhead services shall be furnished and installed by the customer or contractor. The conductors will exit the

upper end of a **rigid steel conduit** through an approved weatherhead. Overhead services using bus duct shall have entrance heads conforming to EUSERC requirements.

Underground Service Conductors. Service entrance **conductors and connectors** for underground service **up to and including 800 amperes** will be furnished and installed by SSVEC. Conductors for services **larger than 800 amperes shall be furnished and installed by the customer or contractor.** All trenching and backfilling shall be done by the customer or contractor. SSVEC will furnish and install connectors at the transformer. SSVEC will not furnish or install conductors under or to the inside of any building.

Residential Service Entrance Conductor Ampacity. Table 310-16 of the latest edition of the National Electrical Code shall be used to determine allowable ampacities for residential service entrance conductors, the **ampacity shown** in the column under the selected insulation temperature rating **may be used directly from the table** for "not more than three conductors in a raceway or cable or earth (directly buried) based on ambient temperature of 30 degrees C. (86 degrees F)", of the latest edition of the National Electrical Code. **For residential services, instead of derating conductors for ambient temperature, SSVEC does not allow use of note 3 to the ampacity tables.**

Commercial or Other Non-Residential Service Entrance Conductor Ampacity. To determine conductor ampacity for **non-residential overhead** service entrances, the **ampacity shown** in the column under the selected conductor insulation temperature in NEC Table 310-16 **shall be multiplied by the appropriate factor of an ambient temperature range of 96-104 degrees Fahrenheit (36-40 Centigrade).** **Non-residential underground** service entrance conductors may be sized **directly from the table.**

For **overhead or underground** services where **more than three** current-carrying conductors are in a raceway or cable the allowable ampacity shall be **further reduced** as shown in Note 8(a) to ampacity table 310-16. Derating factors shall not apply to conductors in nipples having a length not exceeding 24 inches. Derating factors shall not apply to underground conductors entering or leaving an outdoor trench if those conductors have physical protection in the form of rigid metal conduit having a length not exceeding 10 feet above grade and the number of conductors does not exceed four.

8. **GROUNDING (NEUTRAL) CONDUCTOR:** All service entrances shall have a grounded neutral conductor run in the same raceway with the ungrounded conductors. If copper, it may be bare. It may not be reduced in size from the ungrounded conductors except as permitted in NEC Article 220-22 or other applicable articles of the NEC.

Article 220-22 allows a seventy percent (70%) reduction for that portion of the unbalanced load in excess of 200 amperes.

It may not be advisable to reduce the neutral size even if permitted by the NEC. Electric discharge lighting and data processing equipment may have harmonic currents in the neutral that may exceed the load current in the ungrounded conductors. It would be appropriate to require a full-size or larger feeder neutral

conductor depending on the total harmonic distortion contributed by the equipment to be supplied.

9. **RIGID CONDUIT:** The service entrance conductors for **overhead** services shall be installed in **rigid** or **intermediate metallic conduit (IMC)** no smaller than is permitted by the NEC for the size and number of conductors used. The conduit shall be factory stamped with the words **RIGID** or **IMC**. **No electrical metallic tubing (EMT) or other thin wall conduit shall be accepted.**

Intermediate metallic conduit (IMC) may not be used as the overhead service drop attachment where it would have to support the span tension of the service drop conductors.

The service entrance conduit shall be run to a point within one foot of the center of the point of attachment of SSVEC's service drop conductors. It shall be capped by an approved service entrance weatherhead and the service entrance conductors shall be left extending from it a minimum of three (3) feet. If the service drop is open wire (wires not wrapped together), a minimum of five feet of conductor shall extend from the service entrance head.

The service entrance conduit for **underground** services shall be **rigid** or **IMC** metallic conduit and shall be run to a point not less than 12 inches or more than 18 inches below finished grade and a threaded PVC adapter shall be installed on the end.

Rigid metallic conduits and fittings installed underground or in concrete shall be protected against corrosion by half-wrapping with an approved plastic tape or by a coating of an approved corrosion-resistant material. NEC 300-6 a, b & c.

10. **METERING PROVISION:** The customer or contractor shall provide for metering with an approved meter socket enclosure, current transformer enclosure or service entrance metering section as specified in each of the exhibits.

Meter sockets shall be listed and labeled by a nationally recognized testing laboratory. Individually metered residential service entrances with 100 ampere main disconnects may use 100 ampere sockets rated for general duty. Individually metered residential service entrances with 125 ampere main disconnects may use 100 amp sockets rated for continuous duty or 125 ampere sockets rated for general duty.

Individually metered residential service entrances with 200 ampere main disconnects may use 200 ampere sockets rated for general duty.

For other than individually metered residential service entrances, only sockets rated for continuous duty with a minimum ampacity of the required ampacity of the service entrance will be accepted.

11. **MAIN SERVICE DISCONNECT:** All service entrances shall be equipped with a main service disconnect switch(es) or circuit breaker(s). They shall be raintight and of a type

approved for service equipment, in compliance with the NEC and shall disconnect all loads from the ungrounded conductors.

The main service disconnect shall be plainly and permanently labeled with the word **"MAIN"**. The emergency equipment disconnect (if any) shall be plainly and **permanently labeled with the word "MAIN" and its emergency function** such as **"PUMP"** or **"EMERGENCY LIGHTS"**, etc. The **disconnect device shall be located outside**, in a place accessible to SSVEC personnel at all times, or shall be operable to an open position from an outside location accessible to SSVEC personnel at all times. It shall not be locked except by an arrangement agreeable to the customer and SSVEC.

The main service disconnect(s) shall be connected on the load side of the metering.

Except for motor load services, the **nameplate ampacity of the main service disconnect determines the ampacity of the service entrance**. If more than one main disconnect is allowed, **the sum of the ampacities shall determine the ampacity of the service entrance**.

The **service entrance ampacity of a circuit breaker type of main disconnect shall be determined by the nameplate ampacity of the circuit breaker(s)**.

The **service entrance ampacity of a fused-switch type of main disconnect shall be determined by the nameplate ampacity of the switch regardless of the fuse size installed**.

12. **OVERCURRENT PROTECTION:** A fuse or circuit breaker shall be in series with each ungrounded conductor to provide overload protection.

The customer shall install service entrance equipment and protective devices capable of interrupting and withstanding available short-circuit current. **Minimum interrupting capacity is 10,000 amperes. Consult qualified SSVEC Engineering Department personnel for the available fault current for multiple services and for service from large transformers.**

13. **GROUNDING:** An unspliced bonding jumper no smaller than #6 AWG copper shall be used to connect the metering device enclosure (meter socket, current transformer, service entrance section, etc.) to the grounded conductor. An unspliced bonding jumper shall be used to connect the service disconnect enclosure to the grounded conductor. The bonding jumper may be wire, bus, screw or similar suitable conductor. If wire is used, it shall be no smaller than #6 AWG copper. A bus or strap shall be no smaller than the equivalent of #6 AWG copper wire.

A copper grounding electrode conductor (ground wire) shall be connected on the supply side in the service disconnect enclosure to the grounded conductor and run in approved conduit to a grounding electrode. The grounding electrode conductor shall be no smaller than #6 AWG and no smaller than allowed by the NEC for the size of service connected.

If the approved grounding electrode consists solely of a single driven ground rod, the grounding electrode conductor does not need to be larger than #6 AWG copper.

A grounding electrode shall have a resistance to ground of 25 ohms or less, as measured by SSVEC. Electrodes shall be added until the combined electrodes have a resistance to ground of 25 ohms or less as measured by SSVEC.

A current transformer enclosure with multiple switches comprising the service disconnect may have the grounding electrode conductor connect to the grounded conductor in the current transformer enclosure.

The grounding electrode shall be a metal underground water pipe if available within 25 feet. The water pipe electrode shall be supplemented with one or more 5/8 inch by eight-foot copper or copperweld ground rods driven vertically into the ground. Other electrodes as specified in the National Electrical Code will be accepted only if previous arrangement has been made with SSVEC to permit inspection before cover up, etc.

The grounding electrode conductor clamp assembly, including bolts or screws, shall be solid brass, bronze or stainless steel, to prevent failure by corrosion.

The grounding electrode conductor shall be enclosed in rigid or intermediate metallic conduit factory stamped with the words RIGID or IMC. Schedule 80 sunlight resistant PVC is acceptable. Electrical metallic tubing (EMT) or other thin wall conduit is not acceptable.

It is desirable to have the grounding electrode conductor connection to the grounding electrode buried. If the grounding electrode is a ground rod, the upper end of a ground rod shall be driven to a point at least six inches below finished grade and, after inspection by SSVEC, shall be covered. If the ground rod is driven through a small hole in concrete or asphalt the connection may be left exposed.

14. **MOUNTING AND FASTENING:** All parts of pole or wall hung service entrance equipment including conduit, meter socket enclosure, disconnect device, etc., shall be securely and permanently fastened in a safe and workmanlike manner so the meter will remain level and plumb. "F" nails are not acceptable fasteners for conduit except that 16d common (not box) or larger nails may be used in conduit straps on a pole or other suitable support. Conduit straps shall be two-hole type and properly sized for the conduit. No run of conduit shall have less than two straps nor have straps more than 5 feet apart. If conduit must be spaced out from the support suitable spacers and fasteners shall be used. Wooden blocks and plumbers tape are not suitable. Fasteners shall be galvanized, coated or painted to withstand exposure to weather. Conduit or other equipment coating damaged by welding, cutting, etc., shall be coated or painted to restore corrosion resistance. No more than two (2) riser conduits shall be mounted on a service pole.

Service entrances mounted on a wall, pole or other surface shall be **no more than six (6) feet and no less than five (5) feet above finished grade to the center of the meter socket**. Mobile home type meter pedestals shall be no more than five (5) feet and no less than three (3) feet above finished grade to the center of the meter socket.

Nipples connected to the meter base shall not be shorter than 3 inches nor longer than 6 inches. Holes made in meter bases, disconnect enclosures, etc., shall be made in a neat and workmanlike manner, and unused holes shall be covered with suitable raintight metallic covers. Damage to the finish, paint, galvanizing, etc., of all exposed ferrous metal parts shall be touched up with paint or a suitable coating to restore corrosion resistance. Poorly painted, ungalvanized or rusty steel enclosures shall be painted to provide corrosion resistance.

15. **TEMPORARY SERVICE ENTRANCES:** Temporary service entrances shall meet the same requirements as permanent service entrances.
16. **TEMPORARY SERVICE ENTRANCE CHARGES:** The customer or contractor shall pay in advance an installation and removal cost (up and down charge) for each specific temporary service connection. This cost can be determined by the SSVEC Engineering Service Representative at the Sierra Vista or Willcox office.
17. **TEMPORARY OVERHEAD SERVICES:** Temporary overhead service entrances may be mounted on a substantial support furnished by the customer and approved by SSVEC. The service drop attachment point shall be sufficiently high to provide the clearances shown in Paragraph 6 of this specification. A wooden timber or pole furnished by the customer shall have sufficient strength, be set deep enough and be adequately backfilled to withstand the span tension of the service drop as determined by qualified SSVEC personnel. The wood shall be treated by an approved butt treatment method to retard deterioration.
18. **TEMPORARY UNDERGROUND SERVICES:** The preferred temporary underground service equipment is an approved mobile home type meter pedestal. See EUSERC drawing #307. All standard conditions shall apply. Trench shall be furnished by the customer or contractor. The conductors may be direct buried and shall not be less than twenty-four (24) inches underground.

SSVEC will furnish and install the conductors from the transformer or secondary power pedestal and make connection to the terminals in the customer or contractor furnished meter pedestal. The meter pedestal should be within five (5) feet of the transformer or power pedestal.
19. **FURNISHED BY CUSTOMER:** All parts of the service entrance shall be furnished and installed by the customer or contractor unless the specification states that it will be furnished or installed by SSVEC. All parts of the service entrance that are furnished by the customer shall remain the property of the customer, but all meters, metering

transformers, enclosures, poles, etc., that are furnished by SSVEC, shall remain the property of SSVEC.

20. **IDENTIFICATION OF SERVICE ENTRANCE CONDUCTORS:**

GROUNDING NEUTRAL CONDUCTOR: The grounded conductor in all service entrances shall be clearly identified. Number 6 AWG copper conductors shall have an outer identification of white or gray or shall be bare. Grounded conductors larger than #6 AWG shall be clearly identified at both ends. Tape or the use of bare copper conductors is acceptable identification. No bare aluminum conductor shall be used in service entrances.

UNGROUNDING SINGLE PHASE CONDUCTORS: The ungrounded conductors in a three wire single phase service with only one conductor per leg need no identification. Single-phase three wire service entrances with two or more conductors per leg shall have all the ungrounded conductors of each leg clearly identified.

UNGROUNDING THREE PHASE CONDUCTORS: The ungrounded conductors of three phase services shall be clearly identified at both ends. The **power leg** (highest voltage to ground) on three phase 4 wire delta services shall be clearly identified by an outer finish that is orange in color or by other effective means per NEC Articles 215-8 and 230-56.

21. **PROTECTION AGAINST UNUSUAL LINE CONDITIONS:** SSVEC strongly recommends that the customer install devices to protect equipment from high or low voltage, phase loss or reversal or imbalance. SSVEC shall not be liable to the customer for any loss, injury or damage resulting from the customer's use of his/her equipment or from the use of the energy from SSVEC or beyond the point of connection of SSVEC wires or other conductors and equipment with the customer's wires or other conductors and equipment.

IT IS THE CUSTOMER'S RESPONSIBILITY TO PROVIDE ADEQUATE PROTECTIVE EQUIPMENT TO PROTECT THE CUSTOMER'S EQUIPMENT FROM HIGH OR LOW VOLTAGE, PHASE LOSS OR REVERSAL OR ANY UNUSUAL CONDITION.

EXHIBIT E. COMMERCIAL & RESIDENTIAL (0-200 amperes / 0-600 volts)

**SULPHUR SPRINGS VALLEY ELECTRIC COOPERATIVE
SERVICE ENTRANCE REQUIREMENTS
COMMERCIAL AND RESIDENTIAL
0 THROUGH 200 AMPERES
0 TO 600 VOLTS**

1. **SCOPE OF SPECIFICATION:** This specification is supplementary to General Specification Exhibit D and is **not a complete specification.**

This specification shall apply to commercial and residential service entrances 0 through 200 amperes inclusive, 0 to 600 volts.

2. **DETERMINATION OF SERVICE ENTRANCE AMPACITY:** The service entrance ampacity shall be the ampacity of the single main service disconnect device. It shall not be larger than 200 amperes for this specification.
3. **SERVICE DISCONNECT:** The main service disconnect shall consist of a **single fused switch or circuit breaker.**

Exception: Emergency equipment such as a water pump that may be used for fire fighting, or emergency lighting, or exit lights, etc. may be connected through one additional main disconnect in addition to the single main service disconnect required in this specification through which only the emergency equipment may be supplied. The additional disconnect shall not affect the required service entrance ampacity, provided the service entrance would be adequate if the emergency equipment were connected through the main service disconnect.

4. **MINIMUM DISCONNECT AMPACITY:** Minimum disconnect ampacity shall be 60 amperes except by written variance by the Line Extension Supervisor or the Manager of Engineering. Minimum disconnect ampacity for individually metered dwellings, including mobile homes, shall be 100 amperes unless otherwise allowed by the NEC.
5. **METER SOCKET:** An SSVEC approved meter socket and enclosure shall be furnished and installed by the customer or contractor. For single phase **underground services** an SSVEC approved **meter socket enclosure with single main disconnect and built in pullspace shall be used.** This enclosure shall conform to EUSERC residential combination meter panel drawing #301. A mobile home type meter pedestal manufactured according to EUSERC requirements is acceptable for underground services.

A **three phase underground** service entrance may be constructed upon a suitable permanent wall or frame as follows:

A **rigid** or **IMC** metallic service entrance conduit may be run from a point not less than 12 inches or more than 18 inches below finished grade to the underside of a sealable raintight wiring trough (gutter). An SSVEC approved three phase meter socket may be attached to the underside of the trough and the service disconnect connected to the meter socket enclosure. If SSVEC underground service conductors are too large for the meter socket connectors, SSVEC personnel will connect to customer provided service entrance conductors in the wiring trough.

6. **POSITION OF POWER LEG:** On three phase four wire delta services, the power leg shall be connected to the right hand meter base terminals.
7. **POWER LEG CONDUCTOR SIZE:** The power leg (the phase with the highest voltage to ground) conductor, on three phase four wire delta services, shall not be reduced in size from that of the other ungrounded conductors.
8. **GROUND (NEUTRAL) CONDUCTOR:** The grounded conductor for this specification **shall not be reduced** in ampacity from that of the ungrounded conductors. The grounded conductor shall be run through and bonded to the meter socket without a splice, except for underground service entrances.
9. **MULTIPLE SELF-CONTAINED SERVICE ENTRANCES:** "Multiple service" implies more than one customer (or account) served through separate meters supplied by common service entrance conductors. A "self-contained" meter is capable of carrying the total current of the service supplied to the customer and of being directly connected to the line voltage of the service. Self-contained services do not require external current or potential (voltage) transformers. Therefore, a multiple self-contained service is one serving more than one customer (or account) through more than one meter without the use of current or potential transformers.

Multiple self-contained services through a common service entrance conduit or wireway to a suitable raintight sealable wiring trough (gutter) and then to separate meters and disconnect devices, shall be permitted. This type of service shall consist of not more than six (6) disconnects (one per meter) and no disconnect larger than 200 amperes nor smaller than 60 amperes. All equipment through which unmetered conductors pass shall have provision for SSVEC to apply a wire security seal(s).

Manufactured modular type multi-meter packs are acceptable.

Multiple services consisting of more than six individual services or requiring a disconnect larger than 200 amperes, shall be served through an approved service entrance section manufactured to EUSERC specifications. The customer or contractor should contact the SSVEC Engineering Service Representative in Willcox or Sierra Vista before constructing a multiple service.

EXHIBIT F. COMMERCIAL & RESIDENTIAL (201-400 amperes / 0-600 volts)

**SULPHUR SPRINGS VALLEY ELECTRIC COOPERATIVE
SERVICE ENTRANCE REQUIREMENTS
COMMERCIAL AND RESIDENTIAL
201 THROUGH 400 AMPERES
0 TO 600 VOLTS**

1. **SCOPE OF SPECIFICATION:** This specification is supplementary to General Specification Exhibit D, and is **not a complete specification**.

This specification shall apply to commercial and residential service entrances rated 201 through 400 amperes inclusive, 0 to 600 volts. Exception: See Paragraph No. 5.

2. **DETERMINATION OF SERVICE ENTRANCE AMPACITY:** The **service entrance ampacity shall be the sum of the ampacity of the main service disconnect(s) devices**. It shall **not be larger than 400 amperes** for this specification, and **shall not consist of more than six (6) fused switches or circuit breakers**. The sum of the ratings of the fused switches or circuit breakers shall be permitted to exceed the ampacity of the service conductors, provided the calculated load in accordance with Article 220 of the National Electrical Code does not exceed the ampacity of the service conductors. A registered professional, electrical engineer shall submit the calculated load for SSVEC review.
3. **CURRENT TRANSFORMER ENCLOSURE:** For service entrances of 201 to 400 amperes, as determined by the sum of the nameplate ampacity of the service disconnect(s), a raintight current transformer enclosure, with an approved mounting base for bar-type current transformers shall be used. The enclosure shall be furnished and installed by the customer or contractor. An approved free-standing service entrance section (see Exhibit H) conforming to EUSERC requirements may be used as an alternative.

For **three wire services, single phase or three phase**, the enclosure shall be equivalent or superior to a Circle A W Products 20" x 36" x 11" N3R CT, with mounting base #C-6019 installed.

For **four wire services, delta** (such as 240/480 volt) **or wye** (such as 120/208 or 277/480 volt), the enclosure shall be equivalent or superior to Circle A W Products 36" x 42" x 11" N3R CT, with mounting base #C-6067 installed.

Please note that a 3" hub is the largest factory type hub available for both of these enclosures. Where a larger hub is needed, a knockout type raintight hub shall be used.

When served by underground service entrance conductors, the current transformer enclosure shall be equipped with a neutral deadend block.

4. **METER SOCKET ENCLOSURES:** Meter socket enclosures, and potential transformer enclosure if needed, will be furnished and installed by SSVEC . The meter socket(s) shall be installed not more than 50 (fifty) feet from the current transformers.
5. **SINGLE PHASE SELF-CONTAINED 320 AMPERE METERS:** A self-contained meter is capable of carrying the total current of the service supplied to the customer and of being directly connected to the line voltage of the service. Single phase self-contained 320 ampere meter socket enclosures which have been tested, listed and labeled by a nationally recognized testing laboratory may be used under certain conditions. When such a socket is used, paragraphs 3 and 4 do not apply. **Bolt-in type 400 ampere meter sockets are not acceptable.**

Individually metered **residential** services may use an approved 320 meter socket enclosure if the disconnect ampacity does not exceed **400 amperes**.

Individually metered **non-residential** services may not exceed **320 amperes** of disconnect ampacity.

The socket and other service equipment shall be furnished and installed by the customer or contractor.

Conductors may run from underground through a rigid steel riser into the bottom of a suitable raintight wireway, through the wireway and then downward out of the wireway to the line lugs of the meter socket through a raintight hub in the top of the meter enclosure. Underground conductors serving this socket shall not enter the bottom of the meter box unless it is into a pull section where the socket line lugs have been bussed to a point level with or below the socket load lugs.

6. **POSITION OF POWER LEG:** On three phase, four wire delta services, the power leg shall be installed in the right hand position.
7. **INSTRUMENT TRANSFORMER METERING:** Instrument transformers are used when the current or voltage of a service is too great for a self-contained meter installation. Current and potential (voltage) transformers, where required, and all associated meter circuit wiring will be furnished and installed by SSVEC at the time of service connection.
8. **GROUNDING (NEUTRAL) CONDUCTOR SIZE:** See warning regarding possible harmonic current in the neutral in paragraph 8 of General Specification Exhibit D.

Neutral ampacity shall be a minimum of 200 amperes plus 70% of the disconnect ampacity over 200 amperes.

EXHIBIT G. COMMERCIAL & RESIDENTIAL (401-3000 amperes / 0-600 volts)

**SULPHUR SPRINGS VALLEY ELECTRIC COOPERATIVE
SERVICE ENTRANCE REQUIREMENTS
COMMERCIAL AND RESIDENTIAL
401 THROUGH 3000 AMPERES
0 TO 600 VOLTS**

1. **SCOPE OF SPECIFICATION:** This specification is supplementary to the General Specification Exhibit D, and is **not a complete specification**.

This specification shall apply to residential and commercial service entrances of 401 to 3000 amperes, 0 to 600 volts. Service entrance sections as outlined in this specification shall be permitted, with appropriate design changes, on services of 0 to 3000 amperes.

2. **DETERMINATION OF SERVICE ENTRANCE AMPACITY:** The service entrance ampacity shall be the sum of the ampacity of the main service disconnect(s) devices. It shall not be larger than 3000 amperes for this specification. It shall consist of not more than six (6) fused switches or circuit breakers. The sum of the ratings of the fused switches or circuit breakers shall be permitted to exceed the ampacity of the service conductors, provided the calculated load in accordance with Article 220 of the National Electrical Code does not exceed the ampacity of the service conductors. A registered professional, electrical engineer shall submit the calculated load for SSVEC review. Customers requiring more than 3000 amperes shall consult the SSVEC Engineering Department for special design requirements.

3. **SERVICE ENTRANCE SECTION:** A free-standing service entrance section, conforming to EUSERC specifications, mounted on a concrete pad or floor shall be furnished and installed by the customer or contractor on all services from 401 to 3000 amperes. A free-standing service entrance section is acceptable, but not required, for services rated less than 401 amperes.

4. **SERVICE ENTRANCE SECTION LOCATION:** Service entrance sections shall be permitted to be located inside buildings only under the following conditions:

- a. SSVEC personnel shall be permitted to have access to the service entrance at all reasonable times.
- b. The main disconnect device shall be operable to an open position (shunt trip) from an outside location accessible to SSVEC personnel at all times.
- c. The customer or contractor shall run separate conduits for the metering circuit (1" RIGID minimum) and for remote operation of the main disconnect (1" rigid minimum) a distance not to exceed 50 (fifty) feet to an approved outside location accessible to SSVEC personnel at all times. Any change in direction of the metering and remote circuits shall be accomplished with an electrical sweep.

If any of the above conditions is not met, the service entrance section shall be located outside in a place accessible to SSVEC employees at all times, and shall not be locked except by an arrangement agreeable to both the customer and SSVEC.

If located outside, the service entrance section shall be raintight (NEMA 3R).

5. **METER SOCKETS:** For outside service entrances, meter sockets and panels, per EUSERC drawings, shall be furnished and installed by the customer or contractor in the manufactured service entrance section. When the service entrance equipment is located inside with metering conduit run outside, meter sockets and enclosures will be furnished and installed by SSVEC. Any change in direction of the metering conduit shall be accomplished with an electrical sweep.
6. **CURRENT AND POTENTIAL TRANSFORMERS:** Current transformers, meter test switches and potential transformers, if required, will be furnished and installed at the time of service connection by SSVEC personnel in the space provided by the customer.
7. **DRAWING SUBMITTAL:** To avoid costly changes, the customer or contractor shall have the manufacturer **submit service entrance drawings to SSVEC for review and approval** by the Line Extension Supervisor **before the equipment is manufactured. Faxed submittals are not acceptable for approval purposes.**
8. **GROUNDING (NEUTRAL) CONDUCTOR SIZE:** See warning regarding possible harmonic current in the neutral in paragraph 8 of General Specification Exhibit D.

Neutral ampacity shall be a minimum of 200 amperes plus 70% of the disconnect ampacity over 200 amperes.

EXHIBIT H. GENERAL MOTOR LOAD (0-500 HORSEPOWER / 0-600 volts)

**SULPHUR SPRINGS VALLEY ELECTRIC COOPERATIVE
SERVICE ENTRANCE REQUIREMENTS
GENERAL MOTOR LOAD
0 THROUGH 500 HORSEPOWER
0 TO 600 VOLTS**

1. **SCOPE OF SPECIFICATION:** This specification is supplementary to General Specification Exhibit D, and is **not a complete specification**.

This specification applies to service entrances that are predominately motor loads, usually single motor loads, 0 through 500 horsepower inclusive, 0 to 600 volts.

Before any large motor installation is planned qualified personnel in the Engineering Department should be consulted.

2. **DETERMINATION OF SERVICE ENTRANCE AMPACITY:** The service entrance ampacity shall be 125% of the single motor ampacity determined from the National Electrical Code (NEC) but not less than 60 amperes.

To determine the service entrance ampacity of multiple motor loads, see the NEC Article 430. The service disconnect(s) may be larger, but not smaller than the required minimum ampacity.

3. **REDUCED VOLTAGE STARTING:** All motors 75 horsepower and larger shall use reduced voltage starting, or a suitable equivalent to limit motor starting current to a value acceptable to SSVEC. The use of "written pole" motors may also prove effective in meeting voltage flicker standards in some situations.
4. **OVER-CURRENT PROTECTION:** All installations under this specification shall have a running overload protection device such as a trip coil, relay or thermal cutout installed in all ungrounded conductors unless there is such a device integral with the motor being protected.
5. **PROTECTION AGAINST UNUSUAL LINE CONDITIONS:** SSVEC strongly recommends that the customer install devices to protect equipment from high or low voltage, phase loss or reversal or imbalance. SSVEC shall not be liable to the customer for any loss, injury or damage resulting from the customer's use of his/her equipment or from the use of the energy from SSVEC or beyond the point of connection of SSVEC wires or other conductors and equipment with the customer's wires or other conductors and equipment.

IT IS THE CUSTOMER'S RESPONSIBILITY TO PROVIDE ADEQUATE PROTECTIVE EQUIPMENT TO PROTECT THE CUSTOMER'S EQUIPMENT

FROM HIGH OR LOW VOLTAGE, PHASE LOSS OR REVERSAL OR ANY UNUSUAL CONDITION.

6. **METER GROUNDING:** All motor frames shall be grounded by a copper equipment grounding conductor, run in the same raceway with the nongrounded conductors. The equipment grounding conductor shall be connected to the grounded conductor and shall be no smaller than allowed by the National Electrical Code.

The point that the equipment grounding conductor fastens to the motor frame shall be visible without removing any part of the equipment. The connection shall be made with a connector designed and suitable for the purpose.

7. **MOTOR LOADS CLASSIFIED BY HORSEPOWER:**

a. **0 THROUGH 74 HORSEPOWER:**

- 1) **Meter Socket.** An SSVEC approved meter socket with continuous ampacity rating at least equal to the ampacity required of the rest of the service entrance, shall be furnished and installed by the customer or contractor.
- 2) **Position Of Power Leg.** On three phase four wire delta services the power leg shall be connected to the right hand meter base terminals.
- 3) **Grounded Conductor Size.** The grounded conductor may be reduced in size from that of the ungrounded conductors, but may be no smaller than allowed by the National Electrical Code.

b. **75 THROUGH 200 HORSEPOWER:**

- 1) **Current Transformer Enclosure (CT can) Required.** Three wire service entrances for motors of seventy-five (75) to two hundred (200) horsepower shall use an approved raintight current transformer enclosure, which shall use an approved raintight current transformer enclosure, which shall be furnished and installed by the customer or contractor. The approved enclosure for this specification is equivalent or superior to Circle A W Products 20" x 36" x 11" RT CT, with bar type mounting base #C-6019 installed.
- 2) **Four Wire Services.** If any loads are to be connected to ground, a four wire service entrance is required. The approved enclosure for four wire services is equivalent or superior to Circle A W Products 36" x 42" x 11" RT CT, with mounting base #C-6047 installed. When this enclosure is used, the power leg shall be installed in the right hand position.

Please note that 3" hub is the largest factor type hub available for these boxes. Where a larger hub is needed, a knockout type raintight hub shall be used.

- 3) **Grounded (Neutral) Conductor Size.** The grounded conductor may be reduced in size from that of the ungrounded conductors, but may be no smaller than allowed by the National Electrical Code.

If significant size load is to be connected to ground, neutral size shall be increased accordingly. Current transformer enclosures served from underground shall be equipped with a neutral deadending block.

- 4) **Meter Socket and Enclosure.** The meter socket and enclosure and potential transformer enclosure (if required) will be furnished and installed by SSVEC. The meter base and potential transformer enclosure shall be installed within 50 (fifty) circuit feet of the current transformer enclosure.

c. **201 THROUGH 500 HORSEPOWER:**

- 1) **Current Transformer Enclosure (CT Can) Required.** The approved current transformer enclosure for this specification is equivalent or superior to Circle A W Catalog Number AW0802B, outdoor, dimensions, 24" wide x 48" high x 12" deep, with a raintight hub through the top on overhead services. When served by underground conductors, the transformer enclosure shall be equipped with a neutral deadending block.
- 2) **Meter Socket and Enclosure.** The meter socket and enclosure and potential transformer enclosure will be furnished and installed by SSVEC.
- 3) **Grounded (Neutral) Conductor Size.** The grounded conductor may be reduced in size from that of the ungrounded conductors, but may be no smaller than allowed by the National Electrical Code.

d. **MOTOR LOADS LARGER THAN 500 HORSEPOWER:**

Special Case. Motor loads larger than 500 horsepower may be served on a special case basis. The customer shall consult qualified personnel in the Engineering Department before designing the installation.

EXHIBIT I. Landlord Agreement

AGREEMENT FOR CONTINUING
ELECTRIC SERVICE TO LANDLORD'S PREMISE

This agreement is entered into between Sulphur Springs Valley Electric Cooperative, Inc. (SSVEC) and

(Landlord)

this _____ day of _____ (year) _____

WHEREAS, Landlord owns certain residential premises identified below and incorporated by reference herein.

Address to be covered by Agreement: _____

WHEREAS, the premises are from time to time leased to tenants and vacated thereby.

WHEREAS, Landlord desires that electric service to the premises continue during those periods of time that tenants vacate the premises.

NOW THEREFORE, in consideration of the mutual covenants and promise contained herein, SSVEC and Landlord agree as follows:

1. SSVEC shall provide electric service to premises.
2. Landlord shall pay to SSVEC, at the rate then in effect for residential members for all electric service provided the premises unless and until SSVEC receives notice that the premises, or any one of them are occupied by a tenant who shall be liable for the payment for electric service rendered thereto. To establish the tenant's liability the landlord is required to provide SSVEC with information required to establish billing (Section 2.31 of the Service Conditions) by either providing SSVEC with an application for electric service that has been completed by the tenant or by the tenant making application at SSVEC. Should SSVEC receive the above-described notice, Landlord's liability for electric service shall be restricted to those periods when the premises are vacated, and the tenants residing therein.
3. The applicable service establishment fee will be charged to the Landlord for the initial connection of service under this agreement. Thereafter, the service establishment fee will not be charged to the Landlord when service is established in Landlord's name, under the terms of this agreement.
4. This request shall continue in effect until such time as Landlord gives SSVEC written revocation of this request or such time as SSVEC elects to discontinue this agreement.

Billing Name of Landlord

Account Number

Mailing Address

Local Phone Number

Business Phone Number

Authorized Signature

Date

ADMINISTRATIVELY
APPROVED FOR FILING

ORIGINAL

74

Sulphur Springs Valley Electric Cooperative, Inc.

Date

ADMINISTRATIVELY
APPROVED FOR FILING